

COACH

MART

Issue 614 £1

November 15 1990



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STOP PRESS

Just in. 1986 MCN CUMMINS L10 ENGINE, 4 speed, full automatic gearbox, 79 recliners, nearside front power door, toilet, orange curtains, luggage pen, seat back pockets, full soft trim, new MoT 17.9.91, resprayed all white, choice of two. Now only one.

NEOPLAN

1988 Neoplan Skyliner, 77 seats, Gardner engine, ZF Automatic, radio/PA/cassette, TV/video monitor, VHS recorder, toilet, fridge, drinks. Stock No.0022.

1983/4 Neoplan Skyliner, 71-75 seats, Merce V10 engine, 6 speed ZF gearbox, toilet, fridge, radio/PA, drinks machine. Stock Nos. 9017 to 9023.

1982 Neoplan Skyliner (with cherished plates), well preserved and maintained, very recently remoquetted (blue) and resprayed (white), 71 recliners, Mercedes V10, 6-speed ZF gearbox, toilet, fridge, drinks machine etc. This vehicle has been in regular daily use - a very clean example. Stock No.0004.

AEC

1977 PLAXTON EXPRESS, 53 seater, semi-auto gearbox, Bristol dome, white/black exterior, autumn tint moquette. MoT 3.10.91. Stock No.0006.

VOLVO

1984 VOLVO B10M Jonckheere P599, 49 recliners, toilet, coffee machine, continental door, double glazing, fridge, choice of 4.

1983 VOLVO B10M Jonckheere P599, various specifications, 48/51 seats, toilet, coffee machine etc, choice of 4.

1980 VOLVO B58 Air/Leaf Dominant, 12 metre, 53 seats, 48 recliners, 5 fixed, automatic gearbox, power door, tinted windows, curtains, side lockers, MoT Dec 1990. Stock No.0012.

1980 VOLVO B58, 11 metre, 51 seats, Alpha power door, Telma, white livery, red moquette and MoT Nov 90. Stock No.0014.

1979 VOLVO B58, 12 metre, 57 seats (re-moquetted), Alpha power door, side lockers, livery white and MoT Feb 91. Stock No.0015.

MAN

1982 SR 280, 47 recliners, Sutrak air conditioning, 6-speed gearbox, o/s centre power door, o/s centre sunken toilet, driver's bunk, fridge, drinks machine, tinted double glazed windows, Rollo blinds, courier seat, Webasto and timer, seat back nets, headrest covers, wheel discs, driver's locker. Stock No.0008.

SCANIA

1986 Scania Berkhof Eclipse double deck, 76 seats, toilet, double glazed windows, Telma, coffee machine, livery maroon/white, MoT April 1991. Stock No.0021.

BEDFORD

1981 Bedford YNT, 53 seater Plaxton, side lockers, autumn tint moquette, livery white blue/yellow stripes, reconditioned engine, new MoT Sept 1991. Stock No.M9014.

1980 Bedford PJK, 29 seater, Duple Dom, MoT 16.9.91. Stock No.0007.

1979 Bedford YMT, 53 seater Plaxton, red/cream exterior, red moquette. Stock No.M9036.

LEYLAND

1982 Leyland Leopard, 12 metre Dominant, 51 reclining seats, double glazed, Telma, radio/PA, Bristol dome, MoT Feb 1991. Stock No.9033.

1982 Leyland Leopard, 12 metre Plaxton, 49 seats, semi-auto gearbox, toilet, coffee machine, side lockers, new MoT 16.08.91. Stock No.0010.

1981 Leyland Leopard Duple Dominant, 53 seats, red moquette, livery white, new MoT 23.08.91.

1981 Leyland, 11 metre Plaxton, 53 seats (remoquetted), X'Press, side lockers, grey/red moquette, new MoT 28.08.91. Stock No.9013.

1981 Leyland, 12 metre Plaxton, 49 recliners, cream exterior, autumn tint moquette, new MoT 29.09.91.

1977 Leyland Leopard, 11 metre Plaxton Viewmaster, 41 recliners, toilet, power door, orange curtains.

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DAF 1984 MB200 DKFL CAETANO

ALGARVE 12M, fitted 49 recliners, grey/orange moquette, power door, courier seat, curtains, toilet, wired for TV. + video, carpet, water boiler, duo red/white.

DAF 1983 (NOVEMBER) DKFL

JONCKHEERE JUBILEE P50 12M, 49 recliners, blue moquette, power door, o/s rear sunken toilet with continental door, double glazed tinted windows, Tempo 100, wired TV./video, Telma retarder, drinks machine, magazine nets, all white.

DAF 1983 (AUGUST) SB2300 DHS

JONCKHEERE JUBILEE P599 12M, 49/53 recliners, red stripe moquette, demountable centre toilet, white/maroon/orange/red.

DAF 1983 DKFL VAN HOOL ALIZEE-H 12M,

48 recliners, Autumn tint moquette, rear floor mounted toilet, continental entrance door, white/grey/red.

DAF 1983 DKFL PLAXTON PARAMOUNT

3200 12M, 51 recliners, autumn tint moquette, power door, double glazing, curtains, courier seat, continental door, Webasto, Telma retarder, white/green/black.

VOLVO 1984 (AUGUST) B10M PLAXTON

PARAMOUNT 3500 12M, 49 recliners, beige/red moquette, rear sunken toilet with continental door, driver's berth, courier seat, Webasto heating, TELMA retarder, drinks machine, curtains, tinted double glazing, power entrance door, wired for TV. + video, silver/blue.

VOLVO 1984 (SEPTEMBER) B10M

BERKHOF ESPIRITE HIGH-LINE 12M, 49 recliners, rear saloon toilet, courier seat, curtains, carpet, power entrance door, Webasto heating, grey/red moquette, all white.

VOLVO 1982 B58 DUPLÉ DOMINANT IV

12M, 53 recliners, brown moquette, tinted double glazed side windows, curtains, TELMA retarder, air/leaf suspension, automatic chassis lubrication system, cream + brown/grey reliefs.

NEW FOR '91

* BOVA FUTURA

* VOLVO

* VAN HOOL

We will be delighted to discuss your new season's requirements

VOLVO 1981 B58 PLAXTON SUPREME 12M,

49 recliners, brown moquette, toilet at nearside rear, power entrance door, tinted side windows, curtains, white.

VOLVO 1981 B58 DUPLÉ DOMINANT II 12M,

48 recliners, red moquette, rear n/s saloon toilet, rear servery, curtains, all white.

MOSELEY

Moseley Group of Companies, Derby Road, Loughborough, Leics. LE11 0AH.
Telex: 341327 Telefax: (0509) 610814

SCOTLAND (0236) 22445

HEAD OFFICE
(0509) 213232

VOLVO 1980 B58 PLAXTON VIEWMASTER

12M, 52 str., recently re-trimmed, brown moquette, rear toilet, bristol dome, power entrance door, courier seat, wiring for TV. + video, white/blue/red.

VOLVO 1980 B58 PLAXTON SUPREME 12M,

53 E-type seats, autumn tint moquette, power entrance door, cream/brown.

LEYLAND 1985 TIGER 245 PLAXTON

PARAMOUNT 3500 12M, 51 str., autumn tint moquette, (46 reclining + 5 fixed at rear), power operated entrance door, TELMA retarder, courier seat, curtains, continental door, provision for driver's berth, all white.

LEYLAND 1984 TIGER 245 PLAXTON

PARAMOUNT 3500 12M, 50 recliners, courier, power entrance door, double glazing, brown stripe moquette, all white.

LEYLAND 1982 (AUGUST) TIGER 245

PLAXTON VIEWMASTER 12M, 49 recliners, red/orange moquette, courier seat, power entrance door, tinted side windows, curtains, o/s/r sunken toilet, continental door, water boiler, fridge, wiring for TV./video, grey/duo green.

BOVA 1984 CALYPSO Integral 12M, 53

seats, brown/orange moquette, power door, tinted windows, all white.

BOVA 1983 EUROPA II Integral 12M, 49 str,

(44 recliners + 5 fixed), red moquette, power door, courier seat, curtains, toilet, continental door, TELMA, Webasto, driver's fan, all white.

BOVA 1982 EUROPA II Integral 12M, 52

recliners, red moquette, courier seat, curtains, power entrance door, cream/orange.

SCANIA 1984 K112 JONCKHEERE JUBILEE

P599 12M, fitted 49 recliners, fawn/orange moquette, power door, courier seat, berth, centre toilet, fridge, continental door, drinks machine, TELMA, wired for TV. + video. white/red or all white.

COACH

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MART

November 15, 1990



New Harriers for KHCT – page 12

- 5 News:** Coach sales plummet; Lucketts gets training award; ADT auction sets record; Renault takes over Reading workshop; plus calls for Government bonding control.
- 12 Fleet Update:** Two Swift Harriers for KHCT; Hull's Alpha gets new Tiger 3500 and last-gasp Coachcraft Merc; Neoplan 'decker on loan to Midland Travel; Stoke City FC takes PMT mini; and DJ's livery is a hit.
- 15 Two routes to bonding:** Rod Davey looks at ABTA and BCC bonding schemes in preparation for 1992.
- 17 Diary:** Ford does fly-past over Palm Beach; A tale from the old NBC; and Michelin tips for high mileage.
- 19 Letters:** Moseley explains Bova connection; Tiger trouble; BAWTA asks for bonding views; Plaxton chairman give reassurance; and old *Coachmarts* required.
- 23 On Target:** Marksman backs bus campaign with his own graffiti. But he says companies must exercise tight credit control.
- 25 Maintenance Diary:** Bruce's Volvo is set for 150,000 miles in six months; new steering ram and brake actuator keeps Bird's Ford on the road; plus spotlight on Lewis's rebodied AEC.
- 28 COVER STORY**
What makes an effective brochure?: Mike Morgan gets a professional's view of the brochures readers sent us, and offers good advice.

- 31 Licensing & Legal:** Golden Coaches decision deferred; Chard brothers get licence despite revocation of father's; school bus operators fined; and limiter legislation explained.
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Maintenance Diary – Page 25

COMMENT

LUCKETTS deserve congratulations for having beaten off competition from much larger companies including IBM in the Hampshire Training Awards and taking top place.

David Luckett has demonstrated that by putting drivers through the rigours of comprehensive training - from driving training to customer care - he can not only raise standards but also keep hold of some of his most valuable personnel. So keen are his staff that they now ask him for training.

Many of Coachmart's driver/readers will know only too well the problems they have to deal with from day to day. Not least of which is a moderate pay packet at the end of the week while mortgages have rocketed... a problem we all face.

But operators have their own problems. Again, interest rate rises, diesel prices and other factors have increased costs to a point where wage awards must be modest to ensure survival. The good news is that pay isn't everything.

The Japanese have long believed that comfortable employees stay happier than rich ones. The bigger companies provide everything from free golf to free housing for the simple reason that these things may cost the company far less than they would cost their workers, but offer the same benefit.

Forward-thinking employers can look to almost any area of incentive to come up with a package which could hold on to those all-important drivers. Training performed in a professional way is of paramount importance to success, but also lets drivers know what is expected of them and how to achieve it.

Company medical insurance gives peace of mind to drivers but might also get some of them back in the driving seat sooner rather than later, avoiding the NHS waiting lists.

Worthwhile performance bonuses - particularly if passenger comments contribute to the performance 'score' - may encourage a bit of competition among drivers and benefit the business at the same time.

One coach operator gives an allowance for telephone calls back home when his drivers are abroad, helping keep the driver's family a little happier at the same time.

Who knows, one day we may see the coach company which follows the Japanese example all the way, with aerobics in the yard every morning to keep drivers in tip-top health!

No matter how good your managerial skills, the success of each trip relies heavily on the driver. And happy drivers face the day better than worried ones.

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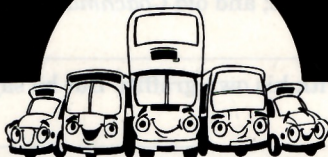
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JUST A FEW EXAMPLES

OCT '86 OPTARE CITYPACER VOLKSWAGEN, LT55 engine, 5 speed, manual gearbox, 25 d/p seats MoT 27.7.91. Price **£12,500**

1985 LEYLAND TIGER 245 DUPLÉ CARIBBEAN II, 48 recliners plus courier, toilet, double glazed windows, curtains, seat back tables, power door, drinks, fridge, twin fuel tanks, Eberspacher and driver bunk, MoT 21.3.91. Stock No. M011 **£36,000 £31,500**

1985 SCANIA K112 JONCKHEERE P50, 49 recliners, o/s sunken toilet, o/s centre continental door, driver's bunk, tinted windows, rollo blinds, MoT 1991. Stock No. M102. **£46,500 £38,000**

1984 SCANIA K112 JONCKHEERE P50, 49/51/53 recliners, o/s sunken toilet, o/s centre continental door, driver's bunk, tinted windows, rollo blinds, MoT 1991. Choice of three. Stock Nos. M104, M105 & M106. **£41,500 £35,000**

1983 DAF MB200 DEXA, 53 seats, automatic gearbox, PA, MoT 30/3/91. Stock No. M006 **£33,000**

1977 FORD R1114 PLAXTON, 53 seats (Ford re-conditioned engine) power door, MoT 11.05.91. Stock No. M010. **£3,500**

1975 BRISTOL VRT, (Gardner 180 engine), 74 seats ECW (low bridge) MoT's Feb & May 1991. Choice of two. Stock Nos M012, M013. **£3,450 £2,950**

SPECIAL OFFER

1987 METRORIDER, 25 seats, automatic gearbox, Cummins engine, power door, destination dome, driver's bunk, wheel trims, red interior, resprayed, excellent condition. REDUCED CLEAR. Stock No M107 **£19,950 £18,750**

The Bus & Coach Mart, Carlton PSV Sales Ltd, Sandbeck Way, Hellaby, Rotherham, S Yorks S66 8QL
Telephone: 0709 700600 Fax: 0709 700007

■ COACH SALES

New coach sales down 20 percent

THE registrations of new buses and coaches continue to plummet, a 20 percent drop in the year-on-year figures showing in the latest SMMT report.

The first ten months of the year until October saw 2,399 registrations, 1,240 of which were coaches. Lightweight coaches accounted for 164 registrations and 1,076 were heavyweights. There were 202 buses under 9 metres (excluding minibuses of 16 seats or fewer) in the 1,159 buses registered.

October's figures show 139 registrations against 221 in October '89. There were 165 registrations in September '90. The month's star performer was Dennis, one of only two established companies to show improvement on the same month last year. As with all registration figures, the result reflects sales made up to 18 months ago.



Javelin: helped to boost Dennis' sales.

Dennis' boost in sales for the month - up by a factor of three to 35 chassis on last October - reflect sales of the Dart chassis in the main, though Javelin, Lancet, Falcon and Dominator sales take a slice of the year-to-date figure of 316 registrations against 222 in the first ten months of last year. Dennis achieved a similar monthly figure in September.

The other company to

see additional registrations was Scania, which moved 20 chassis against October '89's three. Year-to-date figures are up by around half to 197. Scania says the registrations are roughly a 50/50 split between sales of K series coach chassis and N series bus chassis, both of which have risen.

The VL operations of Leyland Bus and Volvo show a significant drop

	1990 October	1989	1990 Year to date	1989
Dennis UK	35	12	316	222
Duple UK	1	0	19	22
Iveco Ford (It)	1	0	6	4
Leyland Bus UK	38	122	763	935
DAF UK	1	15	183	247
MAN VW (De)	0	0	3	0
MCW/Optare	3	1	38	229
Renault (Fr)	0	0	0	2
Scania (Sw)	20	3	197	132
Volvo (Sw)	29	43	643	699
Other British	0	13	16	46
Other imports	11	12	215	191
Total British	77	148	1152	1454
Total imports	62	73	1247	1275
Total	139	221	2399	2729

* Source of figures: The Society of Motor Manufacturers and Traders.

on the month, though a substantial '89 delivery of buses give an artificially poor picture. The Leyland market share of full-size vehicles has increased by 3.5 percent to 67 percent of the bus market, and 80 percent of coaches are VL as opposed to 1989's 67 percent.

Leyland Bus year-to-date registrations show a smaller percentage drop in deliveries, from

935 to 763. Volvo chassis year-to-date figures show a drop of 56 units from last year's 699 up to October, and monthly registrations down to 29 from 43.

Un-named imported vehicles delivered in October show a marginal drop, as do the figures for year to date. Deliveries of British vehicles show a more significant decline for the first ten months of

■ USED COACH SALES

...but used-vehicle sales are on the up

THERE was only a slight increase in sales of used coaches in October despite effort from dealer to promote vehicles at shows, exhibitions and autumn sales. Those sold have been heavily discounted in the low to mid-price area, very few falling into the one to three-year-old range.

Finance companies are having a poor time at present, with high interest rates and even higher numbers of reposessions. Examples of three and four-year-old high specification coaches being offered for less than £50,000 are commonplace.

Buyers are reminded that, generally, you get what you pay for and many bargains may require thousands of

pounds of expense. This expense will more than likely come from cash flow. A number of finance houses have now restricted new business and, in some cases, will not take coach deals. This, coupled with the number of small finance companies ceasing to trade, adds further restrictions sales.

Sales are still being made, though, with operators getting deals never contemplated at the same time in 1989. As dealer stocks fall, prices will rise but this may not be so with part-exchange valuations. In future, dealers will try to protect themselves from highly-priced, high levels of used stock so will be cautious of the part-exchange vehicles taken.

■ COACH SALES

Moseley still Bova agent

MOSELEY Group (PSV) managing director Vin Moseley has confirmed that Moseley will continue as sole UK agent for Bova coaches. Mr Moseley confirmed that the Loughborough based dealership had no new Bova in stock at present, but explained that market conditions made this temporary situation necessary while sales efforts were concentrated on selling existing stock before ordering any new build. 'Coach sales have slowed down,' he said. However, Moseley will be taking delivery of new vehicles, said Mr Moseley: 'We have a Bova commitment for next year.'

Although responding to difficult times led to Alan Wilson's departure (*Coachmart* 612 November 1), Moseley will sell 1991 coaches without replacing its former marketing director. As a consequence of Van Hool's decision to concentrate all its integral sales at the re-named LAG Bus UK site in Wellingborough, Moseley has lost its other new integral coach. Mr Moseley said: 'The decision didn't upset us because we only sold them when specifically approached by customers. The volumes were fairly low - 12 in 1990.' Nevertheless Moseley continues to hold the VanHool/Volvo franchise (*Coachmart* 613, November 8) giving Moseley a second string to its bow. 'We will be selling new coaches ad infinitum,' said Mr Moseley. *See letters, page 19.*

■ INDUSTRIAL ACTION

Talks held on drivers dispute

DRIVERS are round the table with Amberline management after taking strike action at National Express Digbeth Coach Station in Birmingham.

The National Express Holdings subsidiary company had introduced new working arrangements and pay structure when it absorbed around 30 of National Express Ltd's Birmingham-based staff in July.

'The overall effect of the pay offer is to give a 13.5 percent pay rise on basic,' said Amberline general manager Ian Hann. 'But the new deal involves several changes.'

Mr Hann said workers have withdrawn direct action.

AUCTION

BRIEFS

● **TWO** Daf Optare Deltas bought by Edinburgh Transport are among the first to go into service in Scotland.

The ex-demonstrators will serve the expanded routes run by Silver Coach Lines' bussing subsidiary, which now links east to west Edinburgh with an extension to South Gyle trading estate.

ET has also ditched its Almax Microfare in favour of Wayfarer Mk IIIs.

● **WHEEL-CLAMPING** London boroughs have had to do a U-turn in the first stage of attempting to channel wheel-clamping fines into the rate fund.

The plan, part of the London Local Authorities Bill, had to be axed after opposition from the RAC, the Royal Scottish Automobile Club and Freight Transport Association: 'The real aim must be to encourage legal parking so that congestion can be eased, not cash in on illegal parking,' said the RAC.

● **NOTTINGHAM** is to host tennis' Federation Cup next year between July 21 and 28, bringing crowds to its new Tennis Centre and attracting competitors from throughout the world.

● **THE** British Road Federation has welcomed Chancellor John Major's Autumn statement, but warns the planned cost would rise substantially if the programme of road building stays on schedule.

'It is vital that the road programme is completed by the end of the century, and at these levels of expenditure that will not be possible,' said Peter Witt, BRF director.

● **GREATER** Manchester Passenger Transport Authority will retain its concessionary fares scheme for 400,000-plus senior citizens and all children up to the age of 15 to travel with cheap flat fares on buses and trains. Subject to an agreement on costs the scheme may be extended to include others with mobility difficulties.

ADT auction gets a record entry

ADT's fourth 1990 dedicated bus and coach auction attracted a record breaking entry of 163 vehicles and 73 found buyers.

Encouraged by the response, the world's largest auction group announced increased number of sales from its Belle Vue, Manchester site for 1991.

Yet again, a large number of vehicles turned up on the morning of sale. ADT commercial manager Derek Bolt told *Coachmart*: 'The majority of these don't get into any publicity. Late entry does not do the vendors any good at all. Vendors are well advised to get vehicles here the day before to give buyers a chance of showing interest.'

Over optimistic reserves resulted in a tremendous number of conditional sales, resulting in many deals being confirmed later as sellers accepted ADT's advice to take the highest bid on the day. Delays in settling some of these deals would have been avoided if all vendors were either on site or contactable by phone.

Mr Bolt said: 'The biggest disappointment



ADT's auction: 73 vehicles were sold.

was that late high spec vehicles didn't attract any genuine bids.' Highest price went to a 1982 MAN engined Van Hool Acron which attracted a bid of £27,000. Newest coach sold was a 1985 MCW Metroliner. Following trends of earlier sales this six-year-old double decker went for £15,000.

Five rather than four sales will be held at Belle Vue next year - the first on Tuesday, March 26. ADT would like operators comments on the timing of sales. Mr Bolt said: 'We are here to work with them. Without the support of the industry we will not be successful.'

Less pleased was Go Ahead Northern group engineer Peter Lanfranchi who told *Coachmart*: 'We were disappointed with the response.' Of 25 buses entered by GNT six have been sold in deals agreed after the sale. Said Mr Lanfranchi: 'The market is absolutely dead. It is flooded with stage carriage vehicles.'

GNT will continue to advertise its surplus vehicles and sell as and when buyers are found. Mr Lanfranchi told *Coachmart*: 'They don't cost us anything to keep.'

Scania dealer Stuart Johnson was among those at the sale neither

buying nor selling. Reflecting on the age and condition of some vehicles going through auction he said: 'It only goes to show that buyers are better going to a dealer.'

Good quality examples of all vehicle types were keenly contested - Bakers of Biddulph sold its 1978 Volvo B58 for £13,500. Representative of 15 service buses sold were PMT's 1974 Bristol VR sold for £1,750 and Glenlivet & District's 1981 Ford/Plaxton Derwent service bus valued at £3,500. Minibuses readily found buyers with a late registered Ford Transit reaching £16,500.

DEREGULATION

Irish de-regulation bill due soon

THE de-regulation bill to be presented to Ireland's parliament in the new year is likely to open opportunities for bus operators in Dublin.

Environment minister Seamus Brennan - who has had long talks with Ireland's Federation of Transport Operators - did not rule Dublin out of the de-regulation equation in a recent

interview, despite pressure to retain the CIE's monopoly in the capital city.

FOTO chief executive Martin Cullen told *Coachmart* that the country's 1,500 bus and coach operators are still facing competition both from state-run, subsidised CIE and now from UK operators.

'It's not a flat pitch for

them,' said Mr Cullen. 'UK operators might pay half the price for the same vehicle due to import duties levied by the Irish Government. It's an area FOTO hopes to tackle soon.'

Mr Cullen said relaxation of the heavy taxes on imported vehicles could result in a better Irish treasury return from duties,

particularly in a de-regulated environment which would encourage a lower age profile of Ireland's coaches and buses.

● Read *Coachmart's* exclusive interview with Martin Cullen next week - and find out how de-regulation of Ireland's coach industry could affect Britain.

■ BONDING

Tour firms ask for bonding control

PRESSURE is being put on the Government from the ABTA conference in Budapest to take over the policing of the travel industry to make sure holiday firms are financially sound.

The industry wants more control following

an EC directive that, when it becomes law in this country, will require all tour operators to provide bonds to protect customers' money.

The Tour Operators Study Group, with 19 members, believes the Government should

assume responsibility for licensing package firms. The Association of Independent Tour Operators, which has 78 members, wants the Department of Trade to set up a new quango to do the same job.

But both groups are understood to agree

that the bonding system could still be administered by organisations which do so now - primarily ABTA.

● Overseas package holidays are expected to rise by five per cent or more to cover higher aviation fuel costs.

Spanish summer packages are set rise by between £10 and £15 and long-haul holidays are expected to go up by as much as £40 or £50.

● Bonding questions? See the news feature page on 15.

■ ENGINEERING

Gardner rebuilds meet green law

REMANUFACTURED engines, incorporating the latest specifications to bring them in line with current green legislation, are now being offered by Gardner.

New 6LXB, 6LXCT and 6HLXCT engines - all widely used bus and coach units - have been homologated to meet the latest regulations covering noise and emissions.

Modifications have primarily been made to the units' fuel injection equipment.

'These environmentally-sensitive remanufactured engines will appeal to inner city operators who will want to ensure their re-engined bus and other vehicles match up to latest emissions standards,' said Peter Whitaker, Gardner's general manager.

All the green engines in the Gardner Power Exchange range are supplied with a three year parts and labour warranty with unlimited mileage.

■ TOURS

New wholesale directories

TUNBRIDGE Wells-based Golden Gateways is to launch its first wholesale tour directories for UK and overseas coach operators at the World Travel Market.

Product manager Karen Watkins said the directories included many innovative wholesale packages for operators, including the Asterix theme park near Paris. The directories also carry ideas on how to freshen up traditional group products and details of advisory, planning and handling services available to trade buyers.

Golden Gateways is a trade name of Kent Crusader, the company set up in 1984 by NBC and Kent County

Council to market the county and bought by its management in April of this year.

According to Karen Watkins, it has traditionally sold a limited number of destinations and itineraries to coach operators, but this year the group business had well exceeded sales targets.

So far in 1990 the company has handled 240 groups for operators. The new directories are a bid to further expand that business.

● World Travel Market is at Olympia on November 27 - 30.

Golden Gateways is in Grand Hall stand 1017. More details from Karen Watkins on 0892 511808.

■ MINIBUS SALES



Europa sells 25th Enterprise

EUROPA has announced the sale of its 25th Enterprise body since the model entered production in April.

Brighton Transport has the latest bus - the first on Renault S75 chassis. This vehicle, seen for the first time at Expo Coach, has attracted considerable attention according to Europa sales manager Alan White. 'I have a list of major operators waiting to appraise Renault,' said Mr White. He also said: 'We have excellent relationships with Renault Trucks.'

Renault's short-

wheelbase S56 is also offered with Enterprise body. Mr White told *Coachmart*: 'The engineering work has been done.' All previous output has been on Mercedes Benz 811, but 709 option is now in production.

Two automatic Enterprise 811s are going to Barnsley based Yorkshire Traction. YTC has recently taken Europa van conversions, but this order is its first for the Doncaster company's purpose-built body. These bus variants balance the predominantly coach-biased sales so far.

■ DIESEL WATCH

Derv price steady

PUMP prices for diesel have stabilised while petrol prices have dropped slightly - reflecting increased demand for diesel for winter heating and expectations a Gulf war is less likely in the short term. Pump prices for diesel are the same at £2.04/gallon.

With Iraqi forces looking more formidable than first thought, open conflict will probably not begin until US reinforcements are in position and acclimatised in the New Year. Therefore the price of Brent crude has dropped from \$33/barrel to \$32.1/barrel for December delivery.

Using the Rotterdam carriage/insurance/freight (CIF) mean value, prices have risen from \$302/tonne last Monday to \$319/tonne last Tuesday - indicating a volatility which the whole market will expect to settle down during December. In the meantime, diesel prices are moving both with the 'animal spirits' of the dealers, regarding events past, present and future in the Gulf, and with old-fashioned supply and demand.

● Figures when going to press, November 13, 1990.

■ TENDERED SERVICES

Warren expands with contracts

WARRENS of Ticehurst near Tunbridge Wells has won two three-year contracts with East Sussex County Council expanding both its fleet and workforce.

Previously worked jointly by Hastings & District and Maidstone & District, service 254 runs from Hawkhurst to Tunbridge Wells and 256 runs from Tunbridge Wells to Lamberhurst.

As both services combined have a peak vehicle requirement of five vehicles, Warrens has added two ex-Maidstone & District Bristol VRs and three Leyland Nationals, acquired from East Kent, London Transport and Sheffield United, to its 20-strong fleet. Warrens is employing an additional five drivers and an extra fitter to service the contract.

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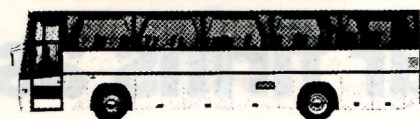
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EMPLOYMENT

Lucketts scoops award

LUCKETTS Travel of Fareham has won a top award in the Hampshire Training Awards scheme, beating off competition from Portsmouth-based IBM and other big companies.

Lucketts got top place in the technical skills section of the awards, sponsored by IBM and other businesses, for its package of driver training, started to encourage new drivers to the company.

'They had a problem recruiting drivers,' said Lady Montagu of Beaulieu in presenting the award. 'By a combination of in-house training and external consultants, they were able to make an effective use of the resources that exist in a small company.'

Managing director David Lockett said the training programme had achieved its aim,



Lucketts: won praise for its driver training package.

and drivers trained to standards way beyond the minimum standard had stayed with Lucketts.

'When anyone joins the company, he or she is assessed for training needs,' he told *Coachmart*. 'Drivers are also annually assessed by an independent driving instructor, though we will shortly

be bringing in a company instructor.

'The main area of training other than for driving itself is in customer care and reactions to customers' problems. Areas such as personal cleanliness are given attention. And every year we have a customer care seminar involving all staff.'

Among driver benefits

at Lucketts are BUPA membership and a loyalty bonus, with an annual performance bonus which could be worth up to £500. Mr Lockett said generous bonuses relied upon performance of drivers, with the main loading in the points system being for accidents. This had reduced the number of minor dents and scrapes, and resulted in a reduced insurance premium: 'Above all, we do not compromise on safety,' he added.

Next stage in Lucketts' driver training was one suggested by the drivers themselves, said Mr Lockett: 'They wanted to know a little more about tachograph discipline, so I've engaged a consultant from Liverpool to run a seminar on the subject over two days, so that everyone can get the benefit.'

EXPRESS COACH

Coach company in ferry tie-up

ORWELL Navigation Company and Ipswich Coach Travel, the coaching division of Ipswich Buses, have started up a combined boat and bus Christmas shopping service between Harwich and Ipswich.

The service will run three days a week up until Saturday December 22. A boat will sail from Harwich to Ipswich and return, with passengers completing their journey by coach.

For example, the MV Brightlingsea will depart from Harwich to Ipswich to arrive at 1100 hours. Passengers can either sail directly back to Harwich or be taken back by coach later in the day after their Christmas shopping trip.

BUS

BBC films bus safety

BBC 2's 'Advice Shop' programme was impressed with Winchcombe-based Castleways Coaches' safety standards after filming the company's local bus services.

'Castleways Coaches is a good example of a small company which takes great care and puts money into safety maintenance, giving safety as high a priority as profit,' said an 'Advice Shop' team member. The BBC crew were impressed with both its maintenance provisions at the company's base and with the standard of service of its local bus route into Cheltenham.

The programme, set to be broadcast on November 27, asked passengers travelling on one of the company's seven Plaxtons what

they thought of safety standards in the bus and coach industry.

Managing director Trevor Fogarty said the industry could take advantage of public concern on matters of safety by presenting a professional face to the public: 'Quality should come before quantity - and this cannot be achieved by chasing work at cheap prices. Commitment without financial reward is insufficient. Costs of vehicles, maintenance and capital are rising all the time,' he added.

But Mr Fogarty was not at a loss to propose a solution, and said one could be found if the bus and coach industry received a greater level of commitment from the Government and local authorities.

'It's no good crying

over increasing car ownership if public transport is grossly underpriced and is starved of adequate investment.' He proposed an increase in road and fuel tax for the private motorist, with rebates for operators - and a restoration of the bus purchase grant. 'Town centres should be restricted to buses and coaches to ease congestion and pollution levels,' he added.

'These are the best ways of improving public transport standards in all areas as well as safety - and not silly impractical talk about fitting seats belts to school buses with 50 plus children, while those under 15 are sitting three to a double seat.'

BRIEFS

● LONDON Transport bus route 92 (Southall - Wembley - Neasden) is to be operated by Q-Drive subsidiary London Buses, using new double deckers, from November 10 under a new contract. Evening and Sunday services will be improved. The contract was won from London Buses subsidiary CentreWest.

● PROFESSOR Andrew Evans has been appointed by the University of London to the new University Chair of Transport Safety. He will initiate a programme of research into safety in transport systems, particularly urban public transport. London Transport will provide sponsorship for an initial period of five years from February.

● PLANS for extending Metrolink - Greater Manchester's light rapid transit system - into Oldham came one step nearer as the Greater Manchester Passenger Transport Authority's policy committee approved the depositing of a Bill in Parliament. Meanwhile existing work on Manchester city centre Metrolink construction will be suspended from November 15 for the festive season.

● DRAWLANE subsidiary London & Country has taken over London Transport routes 78 (Shoreditch - Forest Hill) and 176 (Penge - Oxford Circus) from London Buses subsidiary London Central with new contracts awarded from November 10. New vehicles are earmarked for the services and evening/Sunday frequencies increase on the 176. London Central retains route 63 (Kings Cross - Crystal Palace) which also sees timetable improvements.

● CROSSVILLE'S new fleet of mini and midibuses supplied by PMT Engineering in Stoke-on-Trent ferried 300 staff from Sainsbury's new store in Ellesmere Port to training sessions at its other stores in Warrington, Salford, Chester, Birkenhead and Northwich.

■ PEOPLE

Braddock leaves Q Drive

ANDREW Braddock, director and general manager of The Bee Line, is to join London Transport in January as head of the LT Unit for Disabled Passengers.

Following on from his departure from Bee Line, parent company Q Drive has made a number of changes in the management structure of its companies:

David James: now director and chief engineer of both Bee Line and Alder Valley Engineering Ltd, which includes the Berkhof coach dealership.

Richard Soper: currently director and general manager of Alder Valley, has been appointed managing director of both The Bee Line and Alder Valley.

David Brown: currently general manager of London Buslines, has been made up to a director of the company.

Malcom Brownie, Q Drive financial controller, has been appointed finance director.

Andrew Taylor: promoted from commercial manager to commercial director of The Bee Line.

■ MOBILITY

County gives mobility grants

SHROPSHIRE County Council has set aside £50,000 in grants for bus operators carrying the handicapped and elderly.

The grants will provide such things as handrails, plam bell-pushes, bright step edging and bus stopping signs so that mobility aboard buses is improved.

■ ENGINEERING

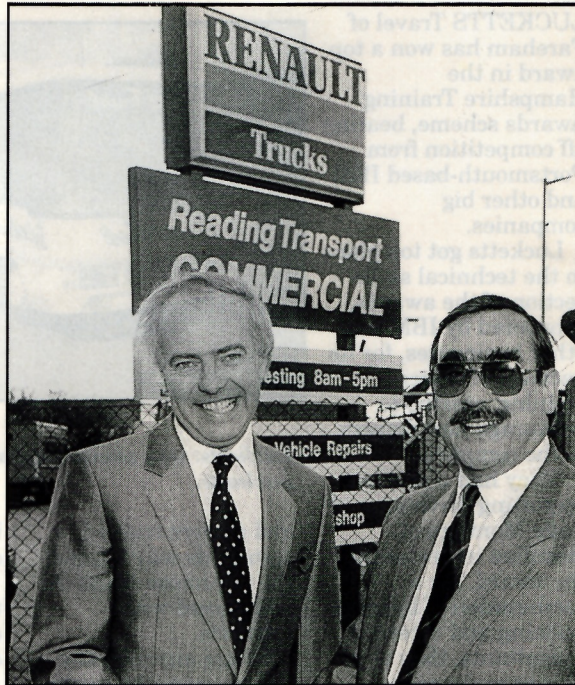
Renault buys Reading workshop

MUNICIPAL Reading Transport completed the sale of its Bennet Road commercial workshop to Renault UK this week in a deal worth more than £2million (*Coachmart* October 25).

Reading used the 1.5 acre site for repairing and testing its own vehicles and also set up an independent firm specialising in general commercial vehicles repairs on the site. Managing director, Rod Wilson, said bus repairs would now be carried out on a temporary site until a new depot - planned for Great Knollys Street in Reading - was completed, probably at the end of 1991.

'The move means we can concentrate on what we are good at and that is running a bus service,' said Mr Wilson. 'The substantial proceeds from the sale will enable us to build better facilities at the new depot and we can use the remainder of the funds to improve our bus transport operation and coaching programme.'

Renault plans to spend over £3million expanding the site into a main truck dealership. Six of the existing Reading staff will join the new dealership. The rest will transfer to the main Reading Transport operation.



Rod Wilson, managing director, Reading Transport (right) and Geoff Harvey, director and general manager of Renault London/Reading.

■ AUCTIONS

Cornish operator sells off coaches

CORNISH family business Cherry Tree Coaches is reducing its fleet after four generations in the bus and coach industry.

Proprietors Mike and Gill Pollard will be auctioning six vehicles from the fleet through Essex-based auctioneers Husseys next Thursday, November 22. The auction will be held at the company's premises at Cherry Tree Garage, Ruan Minor near Helston in Cornwall.

'My great grandfather was a wheelwright who founded the firm in 1890 - running the first horsedrawn buses between Helston and the Lizard,' said Mike

Pollard. 'But with one son now at University considering a career in teaching and the other starting as a trainee manager with grocery retailers J Sainsbury, and Gill and I in our mid-fifties, we had to cut back.' Both sons had PSV driver's licences, and both Mike and Gill drive the buses - as do the secretary and painter.

Besides garage equipment, spares and office equipment, mostly from a London business connection, the company is offering a 1984 Bedford/Plaxton Paramount, a 1983 DAF/Plaxton Paramount and two

minicoaches. Also included in the sale is a 1980 Ford Cargo recovery vehicle and a 1989 Land Rover Turbo Diesel.

Divestment has brought three redundancies, but with three others leaving independently Mr Pollard now has a workforce of 14. A successful auction will mean the firm has cut back to eight vehicles concentrating on local bus work, school contracts, local tours and excursions. Remaining in the fleet will be a Fleetline double-deck, two Bristol LHSSs, two Bedford/Plaxtons, two

Leyland Leopard/Plaxtons and a Toyota Optimo.

Although the firm is keeping its main season contract for incoming tour work from US walking holiday organiser British Coastal Trails - it has let its continental work go to Truro-based Truronian and Darley Ford of Liskeard. As well as bus and coach work the business includes a filling station and taxi business.

The whole business was put up for sale eighteen months ago for £0.5 million - but was too large to sell given the present economic climate, said Mr Pollard.

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Editor in Chief - Mark Barton

News Editor - Mark Williams

Staff Writers - Rod Davey,

Mike Morgan

Production Editor - Andrew Hurst

Publishing Director - Ian Griffin

Group Display Sales Manager - Iain Blackhall;

Deputy Group Display Manager - Lynn Cowley;

Group Classified Sales Manager - Stephen Skinner;

Telesales Executives - Sally Wright, Andy Tomblin;

Sales Representative - Hugh Cairns, Paul Murtagh, Liz Green;

Advertisement Production Manager - Nicky Curd;

Group Marketing Manager - Sarah Ramsden;

Subscriptions Inquiries - Joanne Reed.

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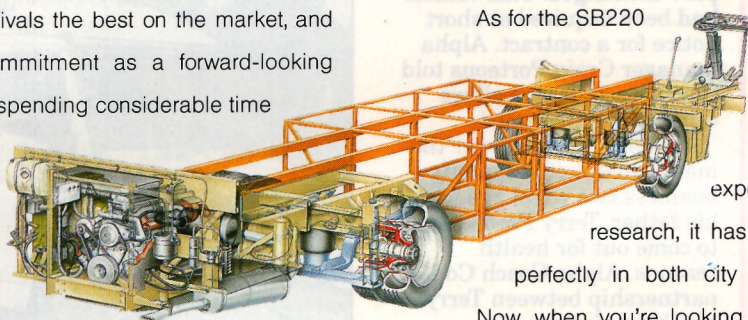
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Swift delivery to KHCT

TWO new Leyland Swift coaches with Reeve Burgess bodywork have been purchased by the KHCT Group for use by Kingstonian and York Pullman on smaller group work.

Based on 4.4 metre wheelbase chassis, the coaches seat 34 and 37 passengers. The Harrier bodies are painted in corporate livery of crimson and blue on a white base. The Kingstonian designated vehicle is based in Hull and the other at Stamford Bridge in the York



area. However, interchangeability between the two operating centres offers customers the option of toilet, video and drinks machine.

After receipt of the vehicles from Plaxton Sales, KHCT general manager Roy Mitchell

said: 'We have extended our already significant fleet in this way to appeal to smaller groups who appreciate executive comfort by way of full size seats, engine and headroom.'

The highly-maneuvrable coaches have 130 bhp turbo

charged Cummins engine, five speed gearbox, power operated entrance door, rear and side luggage lockers, forced air ventilation system, tinted windows, radio/cassette/PA, full length interior parcel racks, draw curtains and soft interior trim.



Neoplan goes to Midland Travel

A NEOPLAN coach recently acquired by the Stagecoach Group is now included in the fleet of Midland Travel.

Originally intended for operation in Malawi, the double decker was transferred within the group for the East Midlands Motor Services' open day in September. A Midland Travel spokesperson said: 'We started using it on tours, but once people became aware that it was here we've been inundated with work, including a private trip to Germany.'

The vehicle seats 77 passengers in reclining seats and extras include video/TV, Sutrack air conditioning, toilet, and drinks machine.

As the coaching arm of East Midlands Motor Services, Midland Travel now operates a fleet of 36 vehicles on a wide variety of duties.

Alpha says you can't 'beta' Tiger

ALPHA Coach Co, of Hull, replaced two of its fleet this year with a new Leyland Tiger 290/five star Plaxton Paramount 3500 and a Mercedes Benz 408D converted by Coachcraft, of Doncaster.

The minibus conversion was completed shortly before Coachcraft's liquidation. It features 15 Vogel seats with armrests, tinted windows, radio/stereo cassette, full soft trim interior and parcel racks.

A 1986 C reg Sherpa was part-exchanged. This vehicle had been acquired at short notice for a contract. Alpha manager Craig Porteous told *Coachmart*: 'It was all we could get at the time.'

Mr Porteous took over the management of the family business two years ago when his father, Terry Porteous, had to come out for health reasons. Alpha Coach Co is a partnership between Terry and his wife Jean.

Minibuses account for a small proportion of the 15 vehicle fleet. The remainder are full-size coaches based on Leyland Tiger chassis. This standardisation has been continued, not only for 1990, but also for 1991 with a three star specification Tiger/Paramount 3500, which will be ready for the road in January.



Alpha has operated Tigers since 1984 and the 1990 vehicle is the second with Cummins L10 engine. Craig Porteous told *Coachmart*: 'It was a close decision between Volvo and Leyland for 1991. However, the Leyland offered so much more for the money. We estimated a £12,000 difference with the Tiger price

of £90,250 including ABS and Telma.'

Other advantages attributed to the Cummins engined machine are up to 1.5 mpg more, extended warranty on engines and good torque characteristics on long motorway trips. Craig Porteous said: 'You can't beat it.'

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PMT is really on the ball



LATEST signing for Stoke City Football Club is a new minibus for transporting the playing staff to and from various training and official functions.

Coachwork was carried out by PMT Engineering Ltd to meet the specific requirements of the club. The job was a labour of love for the fitters at PMT Engineering for its main workshops are in the shadow of Stoke City's Victoria ground. Many of the workforce were pleased that their local heroes travel in a minibus they built.

The Mercedes 609D panel van was supplied by Stoke based distributor Ensor Motors Ltd.

Coach plays the right tune for DJ



PASTEL pink birds, a setting sun and exotic palm trees make the most of the livery opportunities provided by a highliner for DJ Coaches, of Ely, Cambridgeshire.

The secondhand Van Hool Alizee on Scania K112 was bought by partners Mrs Pat Jeffery and her husband 'Jeff' Jeffery to fit into a fleet of four vehicles, including a Van Hool Acron bought new some time ago.

'We had the original Van Hool designed for us in Belgium,' said Pat. 'At the time, it was something different out here in 'the sticks' and clients liked the high-line style.'

'The Acron has been trouble free, and still looks like new, In fact, a vehicle inspector this year asked us if it ever did any work.'

The second Van Hool has demountable centre toilet, Telma retarder, water boiler and drinks dispenser, refrigerator and video. It will be used exclusively for UK work including home-spoon tours and excursions and private hire.

'We decided to stay out of continental work after the ferry strike, which left vehicles and passengers stranded on both sides of the Channel. With UK work, we are in complete control,' said Mrs Jeffery.

The livery, applied in paint and vinyls at supplier Moseley, caused a stir at the paint shop when it was first presented to them by Mrs Jeffery, who designed it with her son, but 'Moseley was later full of compliments, she said.

PRIVATE hire operator Gordon Coles chose this Caetano Optimo GL for his first foray into the small-coach market... and in three weeks was getting repeat bookings.

Gordons, of West Bromwich in the West Midlands, runs primarily taxis, but has been getting good returns - and some breakdowns - with two van conversions, so decided the time was right for a more highly specified vehicle.

'Customers look on the Optimo as a proper coach,' said Mr Coles. 'We went for the overall quality and layout of the vehicle. It is certainly much more upmarket than the minibuses.'

The 18-seater has courier seat, plug door, forced air ventilation, tinted windows with draw curtains, stereo and soft trim. Like all Optimos, power comes from a six-cylinder turbocharged engine.

'Drivers like it too,' said Mr Coles. 'It's easier to drive than a Granada car.'

Coles goes upmarket





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86 (C) SCANIA K112
86 (C) BEDFORD YNV
85 (C) BEDFORD YNV
84 (A) DAF
83 (Y) LEYLAND TIGER 245
83 (Y) LEYLAND TIGER 245
83 (PP) MERCEDES 0303
82 (X) LEYLAND TIGER 218

CAETANO ALGARVE
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53 recliners, power door**£44,950**
53 recliners, power door**£42,500**
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49 seat exec**£55,500**
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Two routes to bonding

With compulsory bonding just round the corner, staff writer Rod Davey takes a look at the two most accessible schemes - run by ABTA and the Bus and Coach Council

THE worrying liquidation of coach tour companies in the last year has brought customer pressure to bear on operators who have previously never considered some kind of bonding arrangement.

However, there is also EEC Directive 89/348 Article 7 which, although over six years in gestation, will become law after the British parliament makes an appropriate order. And when it becomes law, for indeed it will, it will cover packages which include transport, accommodation and any other services, regardless of duration. In other words, anything from an overnight stop in Eastbourne to a full-blown extended tour.

But many operators are unsure of what bonding means - what's on offer, what it costs and what it covers. The two best known schemes are run by the BCC under its Bonded Coach Holiday (BCH) scheme, and ABTA.

BCH covers all package holidays, either abroad or in the UK, and enables the operator to give clients the assurance that, if the company takes a dive, they will be offered either a similar alternative holiday or their money back. If the company goes bust while they are on holiday, the BCH scheme gets them home as soon as soon as possible.

The BCC insists on membership for bonded companies, although the bonding arrangements are made through the operator's own bank. The membership entrance fee is £10, and company subscription is on a sliding scale depending on the fleet size. Companies with fewer than five vehicles pay £75 a year; for between six and ten vehicles it is £100; and for over 11 vehicles it's £125.

In addition to these annual charges there is a separate annual vehicle charge for each PSV run. Coaches with 25 or less seats cost £13 a year, and those with 26 or over pay £19. All



Excursions will be covered by EC legislation.

subscription charges are subject to VAT.

Membership of the BCC does not guarantee acceptance into its BCH scheme. BCC's John Parkes said: 'We audit the company accounts, but the company then has to be approved by the insurers. Membership of BCH is only finalised after it is approved by the BCH committee.'

Furthermore, membership is not once and for all - operators have to re-apply every year.

The actual cost of the bonding arrangements depends on both the company's standing with its own bank and the costs of the BCH scheme. 'The costs of the scheme are dictated by the amount of contingency insurance, which is aggregated from all members of BCH, and administration costs,' said Mr Parkes. It is believed there is a sliding scale, but this is administered confidentially by BCC's non-profit-making BCH.

BCH bonding coverage is between 10 percent and 20 percent of company turnover - the percentage is dependent on the risk involved and is determined by the BCH committee. What this costs depends upon the member's

bank, but at any rate must be at least £15,000.

Looking at it from an operator's point of view, BCH appears a good bet. It claims a 'personal relationship' with its members and runs its own conciliation and arbitration service: 'BCH has been in operation since 1980 and due to good management and strict vetting of applications our contingency insurance is at a very high level,' said Mr Parkes. He added that since its inception there have been no business failures within it - but this may change when bonding is made compulsory under the EC Directive. Unlike ABTA, whose bonding has suffered some huge payouts this year, BCH has managed to avoid potential headaches.

BCH's complex costs structure makes it hard to compare it with ABTA's bonding scheme - but on the face of it the former looks less expensive. Operators joining ABTA have to pay a non-refundable £300 registration fee - and a further £1,250 entrance fee on acceptance. On top of this, the first year's subscription costs £250 for companies with turnovers less than £250,000; turnover up to £500,000 costs £400; and over this costs £21 for each

additional £100,000 turnover 'or part thereof'.

'ABTA members then negotiate bonds with their own bank within the ABTA wording of the bond', said ABTA's assistant membership manager Raymond Rowsell. Bonds put up must be 15 percent of projected annual turnover, or the last audited accounts, whichever is the highest. And ABTA check the figures.

'It might be a good idea to form a separate company for tours', said Mr Rowsell. 'And the fewer assets there are, the better,' he added. ABTA bonds then take about three months to process.

Companies in the ABTA bonding scheme are also required to abide by its Code of Conduct and Articles of Association. Conditions include mentioning the company's legal entity - the registered company name - on any brochures or publicity material. And the member must be responsible for all elements of an inclusive tour. The last requirement means that ABTA bonds do not cover the action of an agent or third party.

The ABTA bond then protects clients' money - but it does not cover other creditors. Similar to the BCH bond, it offers either an alternative holiday or the client's money back. If the client is on holiday while an ABTA member goes out of business bills are paid for the rest of the holiday or, alternatively, the client is brought home and receives suitable compensation.

Comparing the two most readily available bonding schemes, BCT's contingency insurance has had less drawings than ABTA - particularly when the collapse of Exchange Travel, costing the ABTA fund £2 million, is considered. But operators may prefer a readily understood household name for use on their letterheads. At the moment it is up to the operator - but around 1992 the ball may be in the EEC legislator's court.

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Ivan's a high flyer

IVAN Ford, the large and charismatic boss of Silver Coach Lines, has quite literally raised himself from the pits to the heights.

Having grabbed spanners to service his ailing Nationals in the Edinburgh Transport fleet, slaving beneath a hot chassis until the wee hours to ensure the bus company earns a crust, he saw life from a different perspective in America.

Sunsoakers on Palm Beach, Florida, may have caught sight of him too as he buzzed languidly across the sky suspended beneath a microlite. Next step, he says now, is a pilot's licence.

He has obviously progressed further than another pilot Mealstop heard about. Within minutes of starting the engine of his aircraft, he remarked to his tutor: 'Look at those people down there. They look like ants.' The reply came: 'They are ants. We haven't taken off...'

● KASSBOHRER gets Mealstop's award for Most Unusual Press Release of the Week for the missive which landed in an air mail envelope.

Operators will be pleased to know that: 'Herr Dipl.-Ing. Claus Pacchiaffo (45), BISLANG Leiter des Zentralbereiches Logistik, ist mit Wirkung vom 01. Januar 1991...' And there's more.

English-speaking journo's at Coachmart guess that Claus has got a new job, but are otherwise stumped by the exact meaning of the untranslated German. The limit of one scribe's knowledge of the German language was exemplified by his cheery 'Auf Wiedersehen' as he consigned the press release to the bin...

● A LITTLE nostalgic reminiscence reached Mealstop's ears last week... a tale of NBC to warm the heart.

In a bid to attract business, an NBC company offered to

undercut any quoted price for coach hire by a tenner. Independents were rightly worried about this direct assault, and one decided to test NBC's courage.

He quoted an old people's home £15 for a trip to Blackpool from Yorkshire, and asked the old folk to try to get the same out of the NBC for a fiver, as promised. After NBC had confirmed availability of an executive vehicle for the relevant date, the OAPs told them of the quote, and NBC was thus obliged to fulfil its promise.

● AS Michelin explains, it's almost impossible to tell the huge mileage which has been covered by this great product. A couple of pairs of these can go on and on, without any obvious signs of wear and very little maintenance. And the tyres aren't bad either.



On return to the housing estate, the usual door-to-door service was not offered, the driver leaving the old folk at the side of the road. Next time they went to Blackpool, they booked the independent at his usual rates.



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K'ARCHER

Moseley's policies have not changed

From Alf Moseley

SIR

Having read the 'news' article concerning the departure of Alan Wilson from the Moseley Group, I am to say the least extremely annoyed over the way it will inevitably be interpreted by your readers.

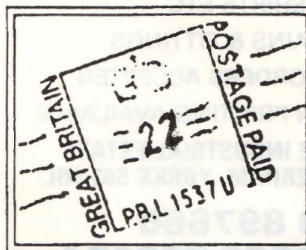
Firstly, the sale of Moseley of its shares in BOVA to United Bus has absolutely no relevance with Wilson's departure. Secondly, his comments relating to an alleged turnaround in Moseley strategy are without foundation since our policies have not changed.

Your printed statements not only imply that Moseley will no longer be marketing the BOVA product, but also a

departure from new vehicle sales altogether. You can have no substance for such statements, and since they are a misrepresentation of the true facts, I regard them as damaging to Moseley as well as BOVA. By their very importance, such assertions, were they to be true, should have been raised with a director of this company before publication.

Alan Wilson left the employ of Moseley Group by mutual consent, for reasons different to those published, and which are of no concern to any other persons.

I respectfully ask that you set the record straight by publishing this letter, and trust that in future in the interests of your readers, and of course the integrity of the journal, you will at least pay



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us the courtesy of discussing the authenticity of any information concerning the activity of this group before its publication.

ALF H MOSELEY
CHAIRMAN
MOSELEY GROUP
(PSV) LTD
DERBY ROAD
LOUGHBOROUGH
LE11 0AH

Editor's note: Our reporter did in fact contact Moseley about Alan Wilson's comments before he wrote the story because, as always, we wanted to write a balanced article, but unfortunately the company failed to return his call in the two days before Coachmart went to press.

'Lone wolf' speaks out

From T J Fogarty

SIR

We recently purchased two Leyland Tigers with the Cummins 290 engine and the ZF cable change gear box.

For the first few weeks the drivers were having the greatest difficulty in selecting gears. We were then informed by Leyland that there was a modification and the vehicles were recalled to Bristol at our expense.

On their return there was some improvement on the one vehicle but far from satisfactory. Subsequently the other vehicle has now returned again to Leyland for further investigation to the gear box. Leyland's latest report to me is that the gear box has been returned to ZF in Nottingham where it has been discovered there are faults in the first and second gears, however, ZF are unable to correct the faults due to shortage of spares or a replacement unit in the UK. This I find extremely difficult to accept.

It is appalling that operators have to put up with not alone the loss of the

vehicle for an 'indefinite' period but also have to bear the additional cost of running to and fro to Leyland coupled with other costs connected with the problem.

In my view and experience of operating vehicles over 28 years this 'improved' gear change is a hit and miss affair and is a step backwards in design. It causes greater stress on the driver as at times excessive force has to be used to select gears. This cannot be a correct procedure and passengers are naturally wondering if they are in the hands of a rookie and must cause intense frustration and embarrassment to the driver concerned.

We are assured this gear change is an improvement but we operate Leylands with the semi-automatic and the link change gear boxes which are far superior in all kinds of operation and make the driver's job that much more easier.

Leyland's response is that Castleways is the lone wolf in the wilderness, therefore I would ask for views and comments from fellow operators and drivers who care about the industry we all serve on this so called

advancement in technology.

For my part give me the old link gear change which was positive and reliable in operation.

T J FOGARTY
MANAGING DIRECTOR
CASTLEWAYS (WINCHCOMBE)
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Editor's note: Mike Morgan will be giving his views on a Cummins' engined Leyland Tiger with Plaxton 321 Bodywork in a forthcoming issue of Coachmart. Operators' views on the subject are welcomed.

NOSTALGIA CORNER

WHEN Swanbrook Transport took over Carterton Coaches of Oxford in 1981, this 1962 Bedford SB5 with 41 seat Duple Super Vega coachwork was absorbed into the fleet.



Despite its Grey Green style destination display, the coach was new to Pulham & Sons (Coaches) Ltd before its subsequent purchase by Carterton who operated it until June 1983 when it was parked-up.

Although having suffered some front end damage, it is still in the Carterton yard. Being the last of its type with Swanbrook it remains mechanically intact. The coach is powered by Bedford 330 engine coupled to five speed axle and two speed axle.

The photograph was taken at the 1982 Bristol Rally with the coach in Carterton Coaches' livery.

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Wanted: operators' views on bonding

From Simon Allen

SIR

I read with interest Marksman's articles on the subject of bonding in your editions of October 25 and November 1. As handling agents were mentioned several times in the second article I wonder whether I might, through your columns, express BAWTA's views on the subject.

As an association we are in favour of bonding for coach and tour operators who sell tours to the public. We feel that consumers have a right to expect that the holidays they have paid for will take place as expected, and the rising rate of failure among holiday companies of all types highlights the need for protection of this type.

During the last three years our members have discussed the subject of bonding at considerable length and approaches have been made

to Lloyds brokers to try to establish what protection might be made available to our trade clients. The conclusion reached so far is that, while it might not be impossible to set up a bonding scheme, it would certainly be very difficult and we have left the matter in abeyance for the time being.

The EC directive may well have a bearing on the issue, however, and we will certainly be interested to hear, and perhaps read in *Coachmart*, coach operators' views on the subject.

Having said this, I feel it is worth pointing out that bonding is essentially a consumer related concept. Although it is impossible, for example, for companies to insure against bad sales ledger debts, it is not to our knowledge usual for a client company to be protected against the failure of a supplier while the supplier is holding advance payments.

If Marksman's argument

were taken to its logical conclusion, companies everywhere would decide they could no longer deal with each other in good faith and the wheels of industry and commerce would soon grind to a halt.

Your readers may be interested to know that the revised and strengthened BAWTA Code of Conduct for its members' dealings with clients (there are also Codes for hotels and ferry companies) will be published very shortly. A relevant extract reads as follows...

'Members of BAWTA undertake... to enable, at the written request of any clients which are ABTA or BCC bonded tour operators, the fulfilment by such clients of all the requirements placed upon them by the Code of Conduct to which they are obliged to conform as a condition of their trade association membership and/or bonding scheme.'

While of course this does

not in itself offer any financial security, it does demonstrate the commitment our members feel to the coaching industry and to those of its members who constitute a major part of our client base, without whom we would probably not be in business.

SIMON ALLEN
SECRETARY

BRITISH ASSOCIATION OF
WHOLESALE TOUR OPERATORS

Help fill in the gaps

From A M Laver

SIR

A recent move forced me to 'clean out of my drawers' and try to bring some semblance of order to life in the office!

One of the good things to come out of this was a chance to look back on old *Coachmarts*. I even thought about ringing one or two operators and dealers to see if some of the bargains were still on the shelf. Unfortunately, all that thought provoked was the realisation of just how many colleagues, on both sides of the counter, had disappeared over the last 10 years.

To get myself back into a more cheerful frame of mind, I decided to bundle-up my *Coachmarts* from issue number one right up to date. It was then that I realised I had been robbed!

The following numbers are missing from my collection and I would be pleased to 'fill the gaps' if readers have any back issues available. I might even be bullied into paying for any missing numbers you can find for me!

The missing numbers are 66, 67, 68, 69, 71, 91, 96, 151, 159, 174, 220, 257, 258, 277, 281, 288, 304, 346, 354, 390, 405, 420, 437, 438, 502, 503, 508, 556, 567 and 569.

A M LAVER
DIRECTOR

BOYDEN INTERNATIONAL
COACHES LTD
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Plaxton is prepared

From David Matthews

SIR

Again I must write and try to set the record straight following Marksman's comments of last week. He certainly knows how to get a response!

However, writing down tales of sweepstakes, survival and postponed orders almost certainly has the effect of lending weight to those rumours, which just goes to make things even tougher for an industry which is difficult at the moment for manufacturer and operator alike. For be in no doubt, our biggest problem at Plaxton Coach is the lack of orders from operators who are themselves under pressure from interest rates and derv price increases.

How do your columnist's readers expect us to respond other than by chasing down manufacturing output to keep it more or less in line with demand - and regrettably this can only be done by redundancies and forms of short-time working.

In due course, when operators are in better shape we hope to resume supplying their needs.

Concerning the share price, most smaller public company shares (so-called Gamma stocks) have taken a battering on the stock exchange since the onset of the recession. Manufacturing businesses in the capital goods sector (of which Plaxton is a good example,) have been particularly hard hit and, having previously been a quite highly-rated stock, we simply had further to fall.

A low share price is nothing much to do with the routine operation of the business. Mainly it means that the company cannot easily use its shares to pay for acquisitions. Frankly, that does not matter much to Plaxton Group at the moment because following our heavy rights issue of 1989 (when we raised £35 million), we have adequate financial resources to pay cash for acquisitions if we seek to make them, and also to see our way through a prolonged period of difficulty for our UK PSV business. For our part, we are

planning on the basis of not seeing much improvement until some time in 1992.

Lastly, may I remind your columnist that Plaxton Coach is a valued, but minority, part of Plaxton Group plc which is now well diversified away from its former heavy reliance on the UK luxury coach market. We possess a robust balance sheet and are strong enough to carry our coach interests for however long they need support.

Similarly, the board speaks for a substantial proportion of ownership. It is unlikely that control can pass elsewhere easily.

Hopefully, these answers are of interest to your readership. On the other hand, I am very happy to chat on the telephone or answer letters from anyone in the industry who would like further information about our company.

DAVID MATTHEWS
CHAIRMAN
PLAXTON PLC
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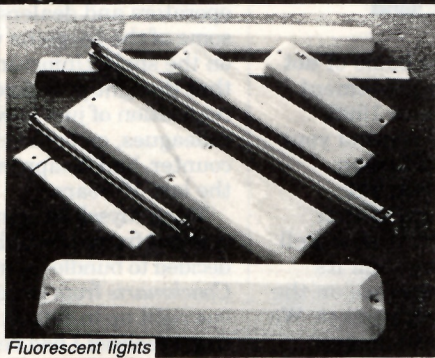
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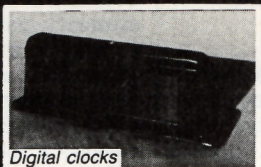
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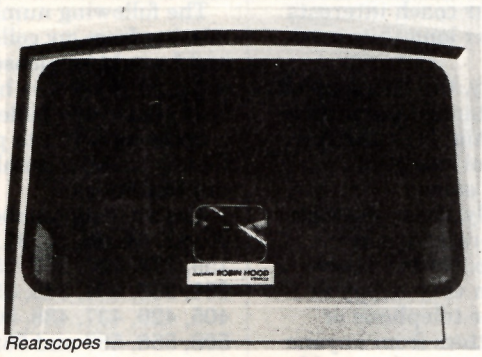
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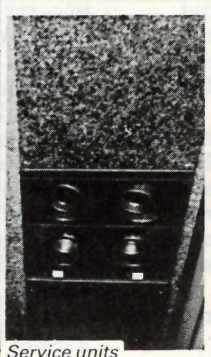
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WELL! I have done some mad things in my time but I never dreamed that would descend to scrawling the name 'Marksman' in felt tip pen onto the side of a bus! No, I have not gone insane and joined the lunatic graffiti set - even though I confess to doing just that deed.

My monicker has joined those of prominent public and industry figures whose autographs signify support for the Bus and Coach Council's 'Buses Mean Business' campaign.

This bus is one of several now touring the country to collect yet more signatures of MPs, councillors, operators and other organisations who recognise that, by swift, simple and inexpensive means, the bus can effect a major improvement in the battle against urban congestion.

As the full details of the plan will be featured elsewhere, I will not attempt to outline them here, but with 50 Light Rapid Transit schemes now said to be under active consideration in the country (which, if only a quarter of them go ahead, will be a huge cost on our collective national resource quite out of proportion with the benefits given), it is timely for the bus and coach industry to impress upon public decision-makers that, for a fraction of the cost, they can 'Let the Bus Relieve the Crush.' (There is not a shadow of doubt that this is so - provided local and national government can be persuaded to implement measures, like dedicated bus lanes, to create fast bus access facilities in urban areas).

This is certainly one of the most innovative exercises ever embarked on by BCC.

Often in the past I have justifiably complained that BCC did little more than react to events - often when it was really too late to do much more than a damage limitation exercise.

In recent times they have tended towards a more positive and active style of industry leadership. Buses Mean Business is the latest and

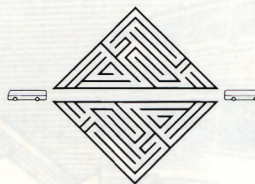
greatest product of this change.

There may be coach operators with no urban bus operation, wondering what is in it for them. It is beyond argument that bus and coach operation, if not inextricably linked, are at least in a symbiotic relationship.

Not only is it true that when dissatisfaction with public transport compels an individual to buy a car, he is also lost to the coach industry, there are other overlaps as well.

The BCC has become more positive and active.

Good public transport access to urban areas benefits coach flow too - whether on express services, tours or private hire.



We are competing with both cars and trains for our passengers and although speed may not be all important to the coach passenger, sitting in a traffic hold up is not conducive to the sleek, smooth and luxurious image which we want to implant in the minds of coach passengers.

Coach operators will also benefit from a more profitable bus industry: By moving away from over-dependence of local authority control through transport subsidy; by the

maintenance and growth (instead of the present loss and shrinkage?) of the PSV manufacturing industry; by the improvement of recruitment prospects as wages, conditions and status of drivers is enhanced; and by money being available for research and development, which benefits the entire industry (whether from more economical power units, or possible new concepts like electronic Autoguide systems).

But above all else from public awareness that buses and coaches are 'green', efficient, reliable and user-friendly.

There is something in this worthwhile campaign for all of us. That is why I am pleased to have signed my name on the side of a bus - and I hope that other operators will also give this initiative their full support.

Don't be used by debtors

YES, Buses (and Coaches) DO Mean Business - though some operators are inclined to forget it.

Even as we again face a recession I still hear the most un-businesslike thoughts expressed. 'When there are not many on an excursion I drive it myself to save money,' is still said to me by small operators (Are they small because they think small?).

I suppose some, asked what they did, might say that they were 'In the Bus and Coach game'. Not only is it, most emphatically, a business not a game, it is also part of the bigger panoply of commerce, and a frightening world that can be - far removed from a game.

Although I operate coaches and buses, my business is that of making money. Making money is not only about maximising prices, limiting losses is just as important.

Keith Edmonson's letter of a week or two ago, allied to the sad news that almost every week brings of another operator going to the wall, made me take stock of how much money I was owed by

other operators.

In my case, it was not a lot - mostly the result of 'helping out' - but some in coaching derive a substantial part of their income by working for other operators.

Hard though it may be to exercise firm credit control procedures against friends and colleagues, there is never any room for sentiment in business especially at a time when even blue chip companies are turning a bit pink, or even red.

This is just as true of the big world outside - to whom we may well contract our services. How many operators might find that they have run contracts for two or three months for nothing should a national name collapse?

It is far from impossible. Indeed one look at the business news in any daily paper makes one realise how likely it can be.

In the last recession (did it ever really end?) there was also a domino effect. With the crash of a large concern rippling destructively down the chain of all its suppliers and their suppliers too.

In balance sheet, or management accountancy, terms, outstanding debtors rank alongside cash in the bank.

The reality is so different. Overnight that theoretical plus could turn into a very real and damaging minus.

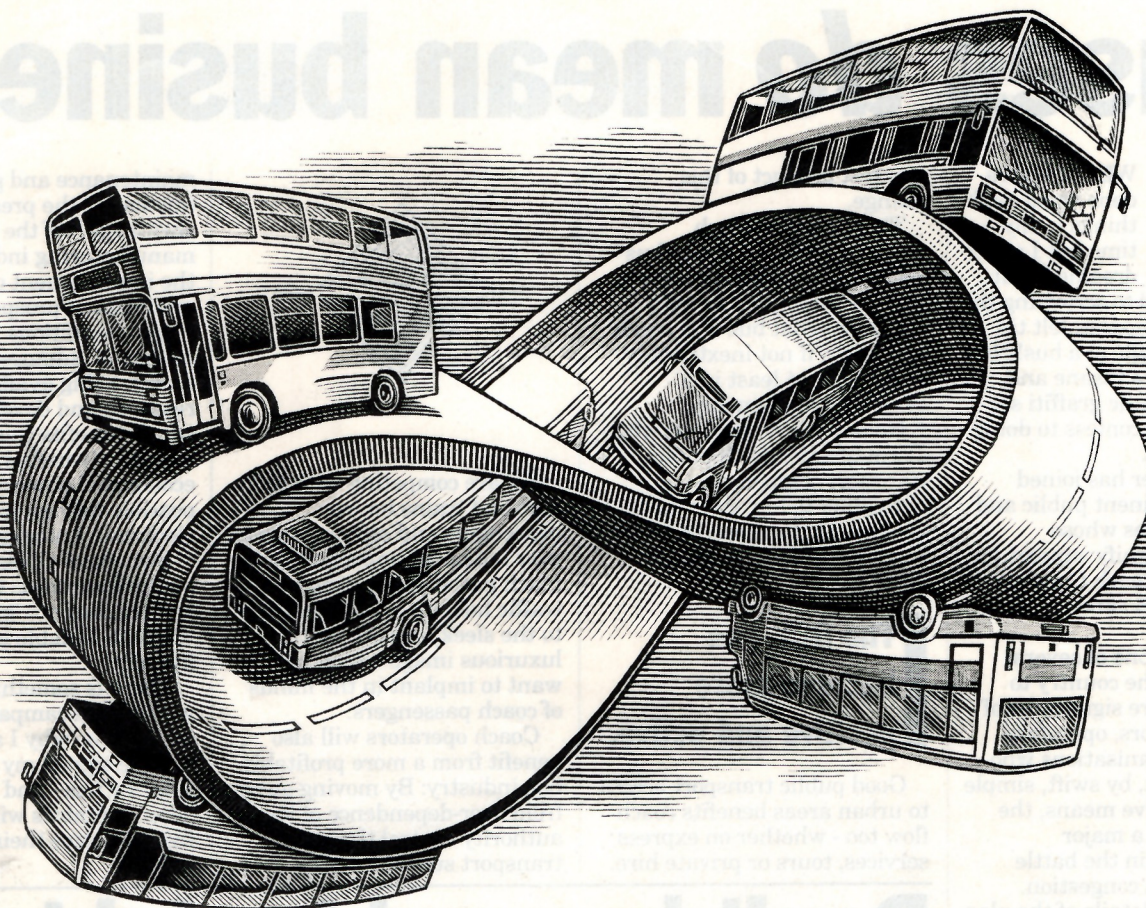
There always has been a strong incentive, as I have commented in the past, to not let debtors use one as a source of interest free loan.

As times again get tougher, rigorous credit control is important.

It could stop that interest free loan turning into an involuntary free gift which could well lead to insolvency for the hapless benefactor.

Those who do recognise that bus and coach operation is a business and not a game might well find it now worthwhile to overhaul the system and speed of invoicing, the frequency of statement dispatch and the systematic pursuit of all debtors - whoever they may be.

Getting cash off the books and into the bank makes good business sense in these troubled times.



FINANCE A NEW PERSPECTIVE

The illustration which just caught your attention is of a Möbius strip. Discovered by Augustus Möbius, a 19th century astronomer and mathematician, the strip is simple yet intriguing. A topological trick, it demonstrates that a flat double sided surface can, when twisted, become single sided. Just place your finger on the page and trace the line of the road. You'll see that it only has one side!

Augustus Möbius was acclaimed for his clarity of thought and the new perspective he brought to many mathematical problems. At Roadlease we offer a similar ability.

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finance lease and hire purchase are all services that you have heard about. But are you clear about what they offer? Can they contribute to profitability? Will they lead to operating savings? Are they tax efficient?

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Written in simple, no nonsense, plain English. If you would like a copy of the words which go with the picture, call us now to arrange a time when we can meet.



ROADLEASE

ROADLEASE Ltd., Crossroads, Anston, Sheffield S31 7ES
Tel: 0909 551177 Fax: 0909 568937 Telex: 547265.

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HEADING FOR THE HOME STRAIGHT

Five months down and one to go with *Coachmart's* second maintenance survey. Mike Morgan reports on operators' experiences during October with our six coaches.



BRUCE'S Volvo broke the 100,000 mile barrier last month and looks set to break 150,000 miles by the end of this six month survey. Will this be a record for a UK coach?

Whatever the position, the performance of this coach is both impressive and enlightening. Compared with the more normal coaching illustrated by the other members of the survey, the tri-axle Volvo is enduring a severe test. However, Clevedon's EOS built up a significant mileage before a relatively quiet October.

This month's vehicle profile is the heritage coach belonging to Lewis, of Greenwich. The 1973 AEC 760 was rebodied with Willowbrook Crusader

The Vehicles

Chassis

Ford R1114
Dennis Javelin
Volvo B10MT Mk III
LAG
AEC Reliance
Leyland Swift

Body

Plaxton Paramount
Duple 320
Van Hool Astral III
EOS
Willowbrook
Reeve Burgess

Operator

Birds of Hunstanton
Brown's of Ambleside
Bruce of Airdrie
Clevedon Motorways
Lewis (Greenwich)
Neals of Ely

Location

Norfolk
Cumbria
Strathclyde
Avon
London
Cambridgeshire

coachwork in time for this year's British Coach Rally at Southampton. Lewis opted for rebodding as a cheap route to acquiring a new vehicle. Although largely successful as a concept, the exercise has not been without problems - mainly relating to upgrading and refurbishment of mechanical units to suit its new role.

Month Five - October 1990

BIRDS' FORD - Specification

Chassis - Ford R1114
Engine - Ford 'Dover' Turbo
Gearbox - Ford six speed
Body - Plaxton Paramount - 53 seats
Date first registered - September 1985

◀ Maintenance Report

Mileage this month - 7,716 miles
 Total mileage since June 1, 1990 - 26,397 miles
 Type of work - Rail-Link contract service
 Fuel used this month - 551 gallons
 Total fuel used since June 1, 1990 - 1,908 gallons
 Fuel consumption this month - 14 mpg
 Average fuel consumption - 13.83 mpg
 Engine oil used this month - 12.3 pints
 Total oil used since June 1, 1990 - 11.5 gallons
 Tyre maintenance this month - two new Michelin XZAs fitted to front.
 Problems rectified this month - parts fitted: two new fan belts, recon steering ram and recon brake actuator.
 Comments - extended service and safety check completed.

BROWN'S JAVELIN - Specification

Chassis - Dennis Javelin - 11 metre
 Engine - Cummins C series 240 bhp
 Gearbox - ZF S6.80 six speed
 Body - Duple 320 - 53 seats
 Date first registered - May 1989

Maintenance Report

Mileage this month - 3,439 miles
 Total mileage since June 1, 1990 - 17,391.27 miles
 Type of work - private hire and tours/excursion
 Fuel used this month - 276 gallons
 Total fuel used since June 1, 1990 - 1,402.5 gallons
 Fuel consumption this month - 12.46 mpg
 Average fuel consumption - 12.4 mpg
 Engine oil used this month - nil
 Total oil used since June 1, 1990 - four pints
 Tyre maintenance this month - nil
 Problems rectified this month - nil
 Comments - inspection and service due.

BRUCE'S VOLVO - Specification

Chassis - Volvo B10MT mk III
 Engine - Volvo THD 102 KD
 Gearbox - Volvo EGS 7 speed
 Body - Van Hool Astral III 67 seats
 Date first registered - November 1989

Maintenance Report

Mileage this month - 27,338 miles
 Total mileage since June 1, 1990 - 127,449 miles
 Type of work - Glasgow-London service
 Fuel used this month - 3,307 gallons
 Total fuel used since June 1, 1990 - 15,384 gallons
 Fuel consumption this month - 8.26 mpg
 Average fuel consumption - 8.28 mpg
 Engine oil used this month - 2 gallons
 Total oil used since June 1, 1990 - 12 gallons

Tyre maintenance this month - two new trailing axle TY143 Yokohama and nearside Yokohama TY103.
 Problems rectified - brackets fitted to water pipes at intercooler, new headlamp unit fitted, wiper blades replaced, speedlimiter repaired.
 Comments - two full services and two inspections.

CLEVEDON'S EOS - Specification

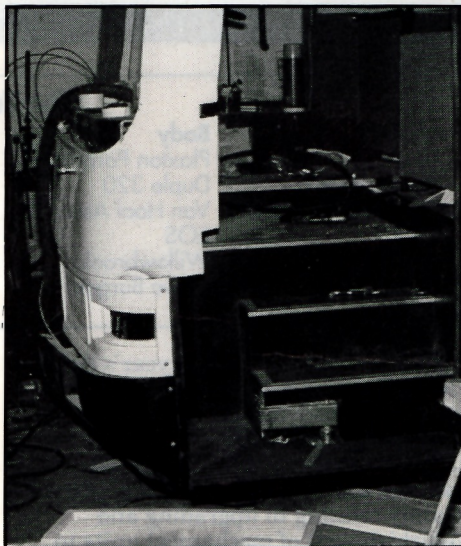
Vehicle - LAG EOS
 Engine - DAF DKT ATi 354 bhp @ 2200 rpm
 Gearbox - ZF 6S-150C
 Body - 53 seats
 Date first registered - March 1990

Maintenance Report

Mileage this month - 4,637 miles
 Total mileage since June 1, 1990 - 67,711 miles
 Type of work - tours and shuttles
 Fuel used this month - 443.2 gallons
 Total fuel used since June 1, 1990 - 6,941.2 gallons
 Fuel consumption this month - 10.46 mpg
 Average fuel consumption - 9.75 mpg
 Engine oil used this month - 4 pints
 Total oil used since June 1, 1990 - 13 pints
 Tyre maintenance this month - nil
 Problems rectified this month - off-side wheel disc cracked.
 Comments - vehicle still suffering from air and electrical problems for which the vehicle has been returned to LAG once more for rectification.

LEWIS' AEC - Specification

Chassis - AEC Reliance 6U3ZR
 Engine - AEC 760
 Gearbox - ZF 6 speed
 Body - 1990 Willowbrook Crusader - 51 seats
 Date first registered - August 1973



Maintenance Report

Mileage this month - 1,066 miles
 Total mileage since June 1, 1990 - 12,364 miles
 Type of work - private hire and contracts
 Fuel used this month - 113.4 gallons
 Total fuel used since June 1, 1990 - 1,254.8 gallons
 Fuel consumption this month - 9.4 mpg
 Average fuel consumption - 9.85 mpg
 Engine oil used this month - not recorded
 Total oil used since June 1, 1990 - Fame system fitted with remote oil tank which automatically tops up engine oil as the level drops.
 Tyre maintenance this month - nil
 Problems rectified this month - coach off the road for two weeks for engine rebuild following the discovery of a bad oil leak from the rear main oil seal. With hindsight this should have been done when the chassis was refurbished ready for its new body. Director Chris Lewis explained: 'It was an old contract motor just kicking around with nobody worrying about it or knowing exactly what state the engine was in.'
 Parts used: standard ends, mains, thrust washers, rings, rear main oil thrower, crankshaft and wearing sleeve, oil seal, 'O' ring, oil pressure release valve, oil pump and scavenge pump gears, valve guides/springs, re-cut all valve seats and faces, flash cylinder heads, injectors. Strip and rebuild compressor, fit standard rings and exchange head. Fit new clutch plate.
 Comments - 'We were looking to overhaul the engine in January anyway, so it rather pre-empted the situation and forced our hand - so to speak.'

NEALS' SWIFT - Specification

Chassis - Leyland Swift
 Engine - Cummins 6BT 5.9 litre
 Gearbox - five speed Spicer T5.290
 Body - Reeve Burgess 33 seat
 Date first registered - February 1990

Maintenance Report

Mileage this month - 3,654 miles
 Total miles since June 1, 1990 - 16,903.6 miles
 Type of work - private hire
 Fuel used this month - 231 gallons
 Total fuel used since June 1, 1990 - 1038.25 gallons
 Fuel consumption this month - 15.81 mpg
 Average fuel consumption - 16.28 mpg
 Engine oil used this month - one pint
 Total engine oil used since June 1, 1990 - four pints
 Tyre maintenance this month - nil
 Problems rectified this month - new Webasto retrofitted. Existing Purmo system retained, but experience last winter demonstrated that the coach took a long time to warm up because there was no pre-heat facility.
 Comments - driver's window still leaking.

THIS MONTH'S VEHICLE PROFILE - LEWIS' AEC

REGISTERED IIW 670, this 'new' coach is rejuvenated UMT 903M, a 1973 AEC chassis which formerly carried Plaxton Elite bodywork before being taken to Willowbrook's Loughborough works earlier this year.

Lewis Coaches (Greenwich) Ltd director Chris Lewis told *Coachmart*: 'It was a lovely old machine and we wanted something new. At the time it was a cheap vehicle that you can pass off as a new coach.'

Willowbrook's Crusader body is fitted with video, coffee machine and courier seat. Consequently, Mr Lewis claims customers are persuaded that it's no longer an old contract motor: 'It's exactly what they don't want, but they don't realise it. Vehicles are as tidy or as old as people think they are.'

After buying out B J Coaches, of Greenwich, on October 1, 1990, Lewis runs 10 other AEC coaches out of a combined fleet of 18 vehicles. Mr Lewis said: 'We got into AEC via Maudslay and Crossley.'

Pre-war members of the fleet included six wheel Maudslays with cable brakes. These created operational difficulties when getting in and out of the garage. The brake slack was taken up as the chassis twisted on a steep ramp causing unsheduled stops.

Established in 1919 by Charlie Lewis, the family-owned coach business is now

run by co-directors Ernie Lewis (Charlie's younger brother) and his sons Chris, Tim and Peter. Also owned are Lewis Hire Ltd, an 80 vehicle self drive van and car hire operation, and Park Row Engineering, a garage facility providing outside servicing and MoT testing for cars.

The Willowbrook Crusader is the

second Willowbrook bodied coach to be owned by the company, and it joins two other rebodied AEC coaches acquired two years ago from East Kent with Berkhof bodies. Another interesting coach is an eight metre Ford with Duple Dominant V converted by Lewis to executive specification.



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WHAT MAKES AN EFFECTIVE BROCHURE?

Following an enthusiastic response from *Coachmart* readers to our appeal for tours and excursion brochures, Mike Morgan sought expert opinion on what makes a good brochure.

THE different types of brochures received in the *Coachmart* office reflects a wide variation in types of coach operation.

A few very ambitious up-market products were outnumbered by many more from small operators doing the best they can to capture a share of the market.

We appealed to readers on May 17, 1990 for copies of brochures for day trips, weekend breaks, and tours - and the response was immediate and in large numbers.

Our intention was to use the samples received to establish good practice, so consequently, managers in the travel trade were consulted. Being users of brochures to sell travel opportunities to the public, they identified the features of a good brochure.

These experts were less impressed by the cost of producing brochures - for whatever purpose - than content and organisation. All agreed that brochures can be judged by some very straightforward criteria. Brochures are aimed at two users: the travel agent and the customer. Their needs are different yet complementary.

Make it clear...where, when and how much.

There is nothing to be gained by reviewing the brochures submitted in a competitive framework. They are all directed at slightly different markets and the true success is measured by each individual business in terms of increased turnover - 'bums on seats.'

Nevertheless, good practice can be identified and clear guidelines produced. Although general in nature, they do have specific applications.

Travel agencies use travel brochures almost exclusively to sell holidays. Selling is what the brochure is all about, but counter staff require the brochure as an aid rather than as a self-contained



Coachmart's brochure survey: all types of literature were sent in.

marketing tool.

Using the brochure to help customers select a tour or destination means that certain very specific information must be very clearly displayed. Wanted is the tariff, the itinerary, the destination and the mode of travel.

Try and predict the customers' questions. They want to know about meals, seating, baggage, departure points, hotel, location facilities and free time. Do not over-do the description. Keep it factual, while making it clear what happens on each day. The travel agent can fill in detail so therefore make very clear: where, when, how much.

One very telling observation from a travel trade marketing executive was that clients are influenced more by the clarity of information than by who is the carrier. However, an introduction is not out of place. Tell the customer about your company, its managers, drivers, and coaches.

The relevance of front cover design is put in context when you consider that

brochures are usually lined-up on shelves for potential customers to select. To make sure yours is the brochure picked-up, you need to read the minds of Mr and Mrs Joe Public.

Use plain English...try to avoid legal jargon.

A good quality illustration will make the product attractive. Resist the temptation to indulge in misleading statements. In particular, keep prices for inside pages where a full tariff and any supplements can be detailed.

Your brochure must stand out on the shelf to get the customer interested. If you are to sell your product, then the brochure must be picked-up. Make the customer aware that it is a coach departure. If your reputation allows you to stress a corporate identity then do so with a photograph of one of your coaches. A picture of a coach is a distinguishing feature.

THE 10 POINT GUIDE TO GOOD PRACTICE

- Make it very clear: where, when, how much. Price panels are vital - quote inclusive prices.
- Tell the customer about your company.
- Make customers aware it is a coach departure. A picture of a coach is a distinguishing feature.
- Have all relevant information on one page with descriptions following on from column to column.
- Times should be obvious and clear. Travel agents become very frustrated if they can not answer inquiries regarding departure time, arrival time, journey time.
- A clearly displayed telephone number is essential.
- Photographs and descriptions should be interesting and relevant. Pictures must be in focus and in bright sunlight.
- Booking conditions must be in plain English - avoid legal jargon.
- The booking form needs to be simple with a place for every piece of information.
- Know your target market.

Clarity is crucial. This applies to cover and contents. All the important questions must be capable of being answered immediately.

Travel agents become very frustrated if they cannot answer inquiries regarding departure time, arrival time and journey time. Make sure that all information relating to one trip is on the same page, otherwise it is annoying and confusing to keep switching between different pages to get all the necessary information together. Often included as an afterthought is possibly the most important of all information - where do you book? A clearly displayed telephone number is essential.

Photographs and descriptions of the destinations are useful, but the information must be relevant, interesting and clear. Winter tours should be illustrated by a scene of snow, and sun for destinations in the northern hemisphere. Honesty in pictures is essential - be realistic. The public are not impressed if they are sold a trip on the back of a false impression. Then you can not expect them to come back.

A product development manager for one the UK's largest tour companies said that travel market retailers looked for concise clear resort descriptions and travel arrangements. Price panels are vitally important. Much better to quote

Remember: tell the customer about your company.

an inclusive price avoiding the need for supplements because, in the past, pricing has been an area of great confusion.

Booking conditions are fairly standard, but need to be understood. Use plain

the booking form. This too needs to be simple with a place for every piece of information.

Inevitably the product being sold will be judged by its brochure. A lack of care and quality will adversely influence expectations of the forthcoming coach journey.

Pictures must be in focus and in bright sunlight. Even when on a tight budget the use of poor quality paper can be a false saving if it discourages passengers from travelling. Budget considerations should not lead to other obvious mistakes such as descriptions not following through from column to column.

For a brochure to be successful you must know your target market. Who are the customers you expect

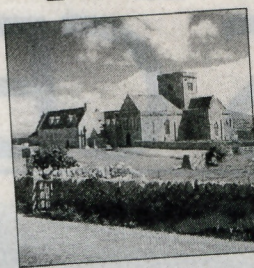
to attract? If a family trip,

then show a family group. Inappropriate photographs are guaranteed to turn-off the wrong people.

Desk top publishing is becoming increasingly popular. Apple Mackintosh or compatible systems make producing literature in-house advantageous in terms of cost. Coach operators may shy away from capital investment in equipment which is not directly to do with coaching. Using an outside agency for such work can cost up to £400 per page for art work alone.

It can prove much cheaper if you're able to do it yourself.

BOWMAN'S Two Isles Excursion IONA - MULL



Day tours from Oban to Mull and Iona starting with a 40 minute sail to Mull on the car ferry MV Isle of Mull.

Mull and Iona Tour: Depart 1000 hours Return 1740 hours
Mull Circular Tour: Depart 1000 hours Return 1740 hours
Tobermory Tour: Depart 1000 hours Return 1540 hours

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Booking Form

TOUR No.		DESTINATION OF TOUR	DEPARTURE DATE	No of DAYS	No of CLIENTS	DATE OF BOOKING	AGENTS REFERENCE
TOUR No.							
CLIENTS SURNAME							
AGE IF UNDER 12							
ROOM TYPE							
DEPARTURE POINT							
TOUR PRICE							
SUB-TOTAL							
SUPPLEMENTS							
TOTAL TOUR PRICE							
DEPOSIT PRICE (20% per person)							
INSURANCE PAID							
TOTAL PAID							

Address and Tel. No. of the first passenger or agents stamp.

Postcode

Tel. Home

Work

On behalf of the above named persons, I accept the conditions stipulated in the brochure.

Signature

Date

If you wish to pay by Bank Giro or Access, please tick the appropriate box.

Bank Giro ☐ Access ☐

Credit Card Signature

Accepted by Express Angles (Publishing) 0837 810257. Printed by C. & J. L. Ltd. Exeter. Tel. 0323 33444

Keep booking forms simple with a place for each piece of information.

English, and avoid legal jargon so that the potential buyer is presented with information in an easy form. In keeping with the simple, concise, clear formula for a successful brochure, don't forget

Carlyle

THE BUS CENTRE

Carlyle Bus Centre Limited with its origins in the famous Midland Red Company has a unique history of building, maintaining and operating Public Services Vehicles.

Today the Bus Centre is a major supplier of vehicles and services to the UK bus industry.

Carlyle Bus Centre Limited offers a breadth of experience ideally suited to the requirements of bus operators. Products and services include:



NEW VEHICLES

The Carlyle range is the most popular in the UK. A choice of four major chassis and capacities from 20 to 60 is offered:

- The Carlyle Dart ● Mercedes Benz 709D, 811D, 814D
- Iveco Ford Dailybus ● Leyland DAF 400 series

Detailed information is available on all models.



USED VEHICLES

Carlyle's used vehicle operation has become the UK's major trading point for buying and selling good quality stage carriage minibuses.

Vehicles can be supplied outright, or on a short term basis, with options to repurchase. The Bus Centre will aid fleet planning taking operators vehicles and selling them on their behalf.

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The name BUSLEASING embraces a range of services to meet individual requirements. Packages are grouped around:

- HIRE PURCHASE
- FINANCE LEASING
- OPERATIONAL LEASING
- CONTRACT HIRE.



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Next time you require minibuses, short or long term, Carlylehire is at your service. A range of tailor made deals will get you going with vehicles that are available and at unbeatable prices.



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Supporting the Bus Centre, with a complete range of facilities...

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PARTS

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For full details of the Carlyle Bus Centre, its products and services, write or phone —

Carlyle

BUS CENTRE

Carlyle Bus Centre Ltd., Waterworks Road, Edgbaston, Birmingham B16 9DB
Telephone: 021-454 4808 Telex: 338952 Fax: 021-454 5356

LEGAL NEWS

New limiter legislation

THE legislation covering speed limiter fitment insists that, in the event of its failure, the accelerator must revert to normal operation.

Operators had been worried that some speed limiter equipment failure had left their coaches high and dry, without any throttle control. But the Vehicle Inspectorate's ruling should protect against such equipment being sold as complying with legislation.

Under the legislation, coaches are defined as vehicles with more than 16 passenger seats, a gross weight of more than 7500 kg and a maximum speed exceeding 60 mph. In fact for the purposes of exemption in the case of preserved vehicles and others, vehicles will be assumed to be able to exceed 70 mph unless documentary evidence to prove otherwise is provided.

Preserved vehicles and others first used before April 1974 will NOT require a speed limiter, says the VI. Vehicles first used between April 1974 and March 31 1984 must have speed limiters fitted before April 1 1991. Fitment of limiters on vehicles used first after April 1 1984 was a legal requirement in April of this year.

All vehicles are required to be plated to show that a speed limiter has been fitted. The information on the plate will, in the case of vehicles first in use after October 1 1988, state that the limiter meets British Standard BSAU217 Part 1a 1987. Plates for older vehicles will carry simpler plates which state the make of limiter and the speed to which the vehicle has been limited.

Exemption can be obtained for post-April '74 vehicles incapable of 70 mph (not 60 mph as stated in *Coachmart* 612, November 1) provided documentary evidence is supplied of the performance of the vehicle. This may, says the VI, be as simple as a letter from an independent expert.

Perhaps most important is that speed limiters should comply with the BSAU 217 Part 1a 1987, particularly if fitted to a vehicle first used after October 1 1988. Other limiters may be adequate but, to check whether they comply, operators should contact the Vehicle Inspectorate to obtain details of the relevant legislation.

Decision deferred on Golden Coaches



SOUTH Wales traffic commissioner Mr John Mervyn Pugh has adjourned

consideration of what disciplinary action to take against the PSV licence held by Golden Coaches Ltd, of Llanwit Major, to give the company the opportunity of seeking legal advice.

But he warned the company that this did not mean that it had definitely saved its licence.

At a previous hearing the company was given until the end of October to provide fresh MoT certificates for its five vehicles. It was also seeking to increase the authorisation on its licence from four to 10 single deckers.

Its vehicles had attracted a number of prohibition notices because of their condition over the past year, and it was admitted that it had failed to implement the recommended maintenance system in the South Wales Traffic Area (*Coachmart*, October 25).

When the hearing was resumed, DTp vehicle examiner Mr Stuart Robson said he had reports of three of the MoT tests carried out on the company's vehicles.

One vehicle, which did not have a current MoT certificate had failed and the other two vehicles had failed first time, for defects which included tyres cut with the wrong pattern, a brake defect and loose 'U' bolts. However, both those vehicles now had current test certificates.

Asked whether, in his opinion, the company should be allowed to continue to operate, Mr Robson said the defects indicated there had been some 'falling down', but the vehicles were in a roadworthy condition at the moment.

DTp vehicle examiner Mr Ian Ward said he had tested one of the company's vehicles, failing it for three defects on its first presentation.

The commissioner was also

told that one of the company's vehicles had been involved in an accident on October 29, when it collided with a car in Barry. The vehicle had to be towed away on a rigid bar because of damage to the front end, and it had been found there was no brake retardation when the foot brake was fully applied.

One of the company's vehicles had been in collision with a car.

Mr Mervyn Pugh said there was no question of being able to deal with the application for additional vehicles, and the request for an adjournment by the company's managing director Mr David Gee had been a wise move. The very fact that the company had had enormous difficulty in getting four vehicles through the MoT test left a lot to be desired.

He would allow the company to continue to

operate the four vehicles which had now passed their tests, on condition that they were inspected every seven days - one week by the company's own fitter and the next by an outside contractor. He required to be notified of the outside contractor who would be undertaking the inspections.

Mr Mervyn Pugh said the recent accident concerned him greatly. Though he could not go into what had occurred at the present proceedings, he would consider taking disciplinary action after an investigation had taken place.

He warned that should the company not comply with the conditions, any chance it had of retaining its licence, which in any event was pretty thin, would go altogether.

He said the company should not go away thinking that it had saved its licence. The position still had to be fully gone into and investigated. The adjournment was a bonus, which gave the company time to put its house in order.

Chard brothers get licence



BROTHERS Wayne and Andrew Chard - trading as Economy Coach Hire - have

been granted a new three vehicle licence by North Western traffic commissioner Mr Martin Abu who had previously revoked the licence held by their late father Mr W R Chard, trading as Royce Hire, of Wrexham.

The brothers had applied for a new national licence, authorising the operation of four vehicles, at a Manchester public inquiry at which the commissioner was considering disciplinary action against their late father's licence.

DTp vehicle examiner Mr Roger Byrone said Mr W R Chard had never been a satisfactory operator and he had been due to appear before the commissioner before his

death.

A maintenance investigation had been carried out in February, following a complaint from the council about a coach carrying schoolchildren leaning heavily to one side. Mr Chard's sons were running the business at that time.

Mr Byrone said that he examined the vehicle concerned and found that the rear side shackle pin had worn through. He inspected a total of four vehicles, all of which were found to be in poor condition. He issued three immediate prohibitions for a total of 11 items and one delayed prohibition for 11 items.

According to the maintenance records, the prohibited vehicles had all been inspected in January. Mr Wayne Chard had said they relied on an outside

Weekly report on law and the coach operator By Michael Jewell

◀ maintenance contract.

The sons were now seeking a licence in their own names. Effectively, it was the same firm under a different name.

During a further visit in July, it was said that two vehicles were being operated. The vehicle condition was poor and there was difficulty with the maintenance contracts. The records showed inspections were happening at regular intervals, but the signature and writing had changed, even though the maintenance contractor had not.

One of the firm's vehicles had been involved in a major accident which had never been reported.

Mr Wayne Chard said he and his brother were running the business previously run by their father. Before his illness their father had been fully responsible for running the business. He and Andrew had

only been employed as drivers.

When their father died it was a difficult situation to come to terms with as they had lost both their father and their employer.

The vehicles had not been maintained when they should have been. There had been a misunderstanding over maintenance as it was not realised that one contractor was used for repairs and another for inspections.

Examiner said father had never been a satisfactory operator.

Mr Chard said his father had just bought a new vehicle, but because of financial problems, the finance company agreed to take it back and write off the debt. Another newish vehicle was also sent back for the same

reason.

One of their vehicles had been involved in an accident, but he had been unaware of his obligation to report the matter. That vehicle had now been written off and they were currently operating three vehicles.

Proper arrangements had now been made for maintenance, with the vehicles being inspected every four to six weeks and he now realised the importance of having vehicles regularly maintained and inspected.

They had facilities to park two large vehicles and they were operating two regular services, two contracts for taking employees to work, and a school contract. They also did a certain amount of private hire work. The vehicles were inspected every day before they went out.

Questioned by Mr Albu, Mr Chard said they had a driver defect book in which the

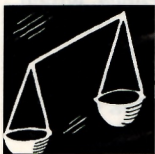
drivers reported defects. In regard to finance, they were still paying debts left by their father. They were looking for new premises as they were thinking of the future growth of the firm and they eventually wanted to run five vehicles.

Mr Albu said he was concerned with two matters. As far as the licence issued to the father was concerned, the fact that the situation was less than satisfactory was unchallenged. Consequently, he would formally revoke that licence.

As far as the licence application by the two sons was concerned, they appeared to be operating satisfactorily at the moment.

It seemed they had come to terms with the maintenance requirements and consequently he was prepared to grant a licence for current level of operation of three vehicles.

School service operators fined for offences



A SERIES of offences involving the operation of buses under school contracts has led to three West Midlands operators and the drivers of the buses concerned being ordered to pay fines and costs totalling £3,330.

In the first case to come before Coleshill magistrates, Coleshill Cars Ltd was fined £100 for using a minibus without a PSV operator's licence, £100 for using it without insurance, £50 for using it without a PSV test certificate, and £100 for employing a driver to drive it who was not the holder of a PSV driving licence. The company was also ordered to pay £40 prosecution costs.

The driver, Mr Leslie Mobley, was fined £50 for driving without a PSV driving licence and £10 for using the minibus without a PSV test certificate. He was ordered to pay £10 prosecution costs.

The magistrates found him not guilty of using the minibus without insurance after it was argued on his behalf that he was unaware that he required a PSV driving licence to drive the minibus and that therefore the insurance was invalidated.

For the prosecution, it was said that on March 15, DTp

traffic examiner Mr Val Bradin had seen a 12 seater Ford minibus driven by Mr Mobley at the Shustoke School. Mr Mobley had admitted that he did not have, and had never had, a PSV driving licence.

When a director of the company, Mr Joseph Reading, was interviewed, he admitted that the minibus concerned had been being used under a contract with Warwickshire Education Authority.

The company held a licence which only authorised one vehicle and Mr Reading had agreed that the minibus was not authorised on that licence and that there was no PSV test certificate in force for the vehicle. The Prudential General Insurance Co had confirmed there was no insurance in force while Mr Mobley was driving the minibus.

In the second case, Claribel Coaches Ltd, of Birmingham, was fined £50 for failing to display a PSV 'O' licence identity disc on a Renault 16 seater, £250 for using it without insurance, £250 for employing a driver to drive the vehicle when not the holder of a PSV driving licence, and £50 for failing to carry a first aid kit on the vehicle. The company was ordered to pay £40 prosecution costs.

Magistrates adjourned

sentence on the driver, Mr David Gomez, for offences of driving while unqualified, failing to carry a first aid kit and using the vehicle without insurance, pending the receipt of a print out of his driving licence from Swansea.

For the prosecution, it was said that on March 20, Mr Bradin was in Packington Lane, Coleshill, when he saw the Renault stop outside a nearby school and a number of children alight.

He approached driver Mr Gomez who said he had collected a number of children from the Marston Green area and taken them to schools in Coleshill. He admitted he did not hold, and had never held, a PSV driving licence. The vehicle was searched and no first aid kit could be found. No PSV operator's licence identity disc was displayed on the vehicle.

When Mr David Watkiss, the company's managing director, was interviewed, he produced an insurance certificate from the Cornhill Insurance Co, a condition of which was that the driver was qualified and held a valid driving licence.

Mrs Valerie Pettifer, the chairperson of the Marston Green Travel Association, was subsequently interviewed. She confirmed there was a contract with Claribel Coaches to take

children of parents who were members of the association to and from the Coleshill Middle and Comprehensive schools and that from March 1-30 the amount due under that contract was £1,272.

For the company, it was said that Mr Gomez had substituted himself when the normal driver of the vehicle did not turn in. It was unfortunate that no members of the company's management were in the office at the time.

Mr Gomez had decided he had better cover the job himself, believing that a PSV driving licence was only required for larger vehicles.

In the third case, the partners in Endeavour Coaches, of Birmingham, Mr John Mitchell, Mr David Mitchell, Mr Gordon Mitchell and Mr Christopher Elphee, were each fined £250 for using a minibus without insurance and £250 for employing a driver to drive it who was not the holder of a PSV driving licence. They were also ordered to pay £40 prosecution costs apiece.

The driver, Mr Harold Williams, was fined £50 for driving the minibus when not the holder of a PSV driving licence. He was also ordered to pay £20 prosecution costs. He was found not guilty of using the vehicle without insurance.

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Weekend breaks are launched

SELECTED Trust House Forte hotels have joined forces with specialist tour operator Wessex Heritage to create a programme of themed weekend breaks for the off-peak season.

From this month to Easter 1991, guests will be able to combine the excellent food and comfort of a THF hotel with the opportunity of discovering some of the local heritage of the area helped by expert guides.

Themes available include 'A Mayflower Adventure' based at the Mayflower Hotel in Plymouth which traces the history of the town from Drake to Dreadnought; 'Kentish Houses and Gardens' at the Maidstone/Sevenoaks Post House; and 'Echoes of Rome' at the Dolphin & Anchor Hotel in Chichester which includes a talk by the Ermine Street Guard, a society dedicated to research into the Roman army.

All weekends follow a similar pattern and include two nights' dinner, bed and breakfast, a reception and guide for the weekend. Prices start at £125 per person.

Contact Sally Inchbald at Wessex Heritage for details on 0300 20671.



Actor Edward Highmore (kneeling): helps sing the praises of Hotel Ibis Southampton.

Actor is doing it the Ibis way

TV star Edward Highmore has been helping a new hotel woo coach operators

The actor - who plays Leo in the nautical BBC series *Howard's Way* - helped in a Captain's Weekend for more than 70 operators at the Hotel Ibis Southampton.

The group sampled the facilities of the budget group's newest establishment.

The centrally-located 93 bedroom hotel is the first in the UK to share a joint site with its sister hotel, Novotel.

Industry should think 'green'

TOURISM Minister Viscount Ullswater has stressed that the tourism industry should be in harmony with the environment.

In an article published by the London Tourist Board, he says: 'There is a need for better visitor management in certain popular locations at certain times of the year'

'The task force recently set up by Secretary of State Michael Howard will be drawing on the expertise of those who manage attractions such as Madame Tussaud's and Westminster Abbey, and will be looking at ways of countering the effects of visitor pressures on environmentally sensitive tourist sites.'

The task force is currently examining coach parking, litter and the impact of day visitors in the capital.

• Bookings from short break operators Goldenrail and Pickford Travel's UK holiday survey show London is still the UK's most popular destination, followed by York and Edinburgh.

New rates introduced for 1991

EURO Hotels & Bookings has announced its rates for summer 1991.

The company can offer a free of charge booking service and a choice of hotels from its chain throughout Norway.

Euro Hotels & Bookings says it can supply a total package service that allows firms to book a complete tour.

Ring 010 47 2 33 38 43/33 39 44 for details.

Sizewell is a powerful attraction

MORE than 28,000 people visited Nuclear Electric's new Sizewell Information Centre in Suffolk in its first year.

The high technology, hands-on exhibition was opened after overwhelming demand for public information and access to the site of Britain's first pressurised water reactor.

Len Green, public relations officer for Sizewell, said: 'We've always welcomed people to Sizewell, and pre-arranged tours around the 'A' site have been available for years.

'In the last year, with the opening of the information centre, we have made every effort to actively encourage visitors to come.'

The centre has unique learning facilities including interactive, touch-sensitive videos and computer consoles, to inform and educate about the realities of nuclear



Sizewell's information centre: offers a range of learning facilities for visitors.

energy. Environmental issues and alternative energy sources such as wind and wave power are also fully explained.

Nuclear Electric's Sizewell station is open to groups by prior arrangement. Ring 0728 642139 for details.

Delegates told 'prepare for battle'

SCOTLAND'S tourism enterprises have been urged to prepare themselves for 'intense competition' from rivals in Europe.

As political, cultural and business links with Europe draw closer, the tourism industry is preparing for a period of sustained growth in European travel with

Scotland hoping for 30 percent more visitors by 1995.

Delegates at a European Marketing Seminar in Fife, however, have been warned success depends upon a 'thoroughly professional attitude to service, accommodation and marketing.'

Mr Ian Grant, chairman of the Scottish Tourist Board, told delegates: 'We may be facing the prospect of new growth in European travel, but equally we are facing intense competition from other destinations in Europe.'

More details from the Scottish Tourist Board on 031 332 2433.



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(14823/HO)

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Please contact:

Tim or Coral McElligott on
(0983) 862745

(14735/HO)

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At the new Orchard Cottage Garden Centre Come and delight in the Magic of Christmas as you stroll through an enchanted forest of snow-capped pine trees and animated woodland characters. As you follow the woodland trail, you will see the largest display of Christmas decorations in the country.

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Follow signs to Gilberdyke, from Humberbridge, last left turn on A63 on to B1230.
Signs Gilberdyke.

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(14469/TH)

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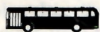
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Copy deadline: 1pm Tuesday for Thursday's issue. **Cancellation deadline:** 11am Tuesday.

BARGAIN BUSES



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1983

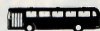
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+ VAT

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(14664/VO)

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ZF — ZF Gear Box
VR — Voith Retarder
F/A — Full Air Suspension, Independent Front
W/T — Webasto/Timer
D/B — Disc Brakes Front
T/W — Water Toilet (D — Demountable)
T/V — TV/Video In Coach Entertainment

R/P — Radio/PA
L/L — Lift and Lower Device
ABS — Anti Brake Skid System
S(c) — Seats — Recliners including Courier
C/L — Driver's Sleeping Room
C/B — Central Locking
P/D/F — Power Door Front
C/D — Continental Door
S/F — Special Fittings — can include

Kitchen, Microwave, Hot Cupboard, Sinks, etc.
Seats — can include Tables, Footrests, etc.
K — Kitchen — Sink, Sausage Boiler, Hot Water Boiler
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HD — High Deck
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Ticket June 1991

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75 seats. Test expired.
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75 seats. Test expired.
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75 seats. Test expired.
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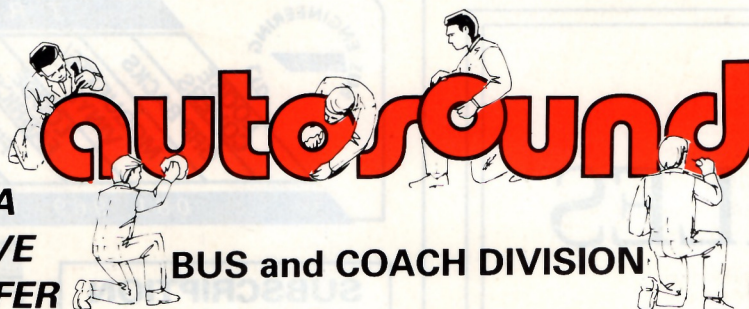
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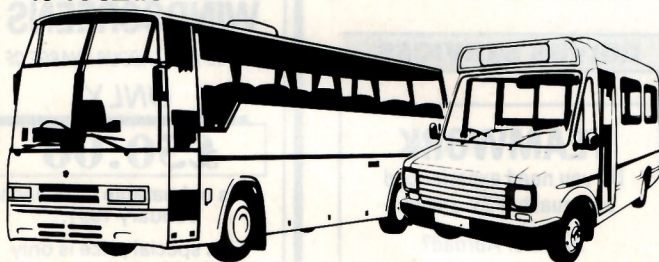
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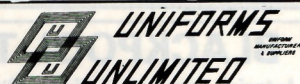
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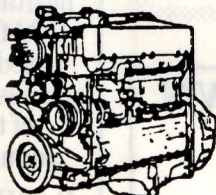
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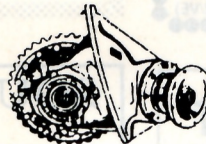
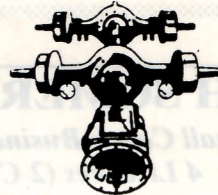
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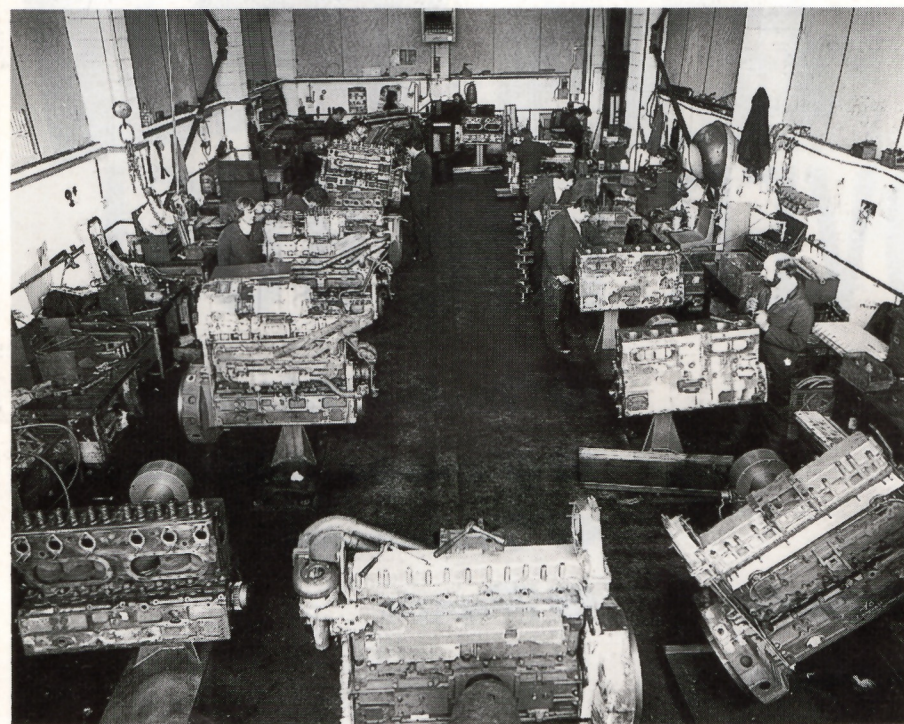
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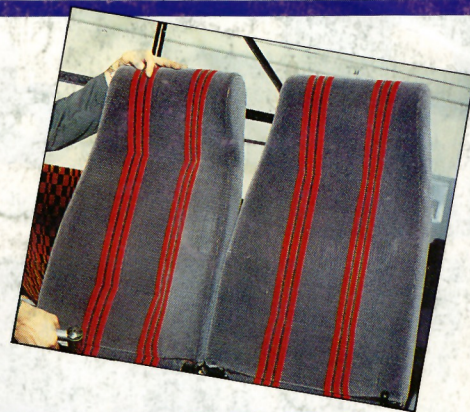
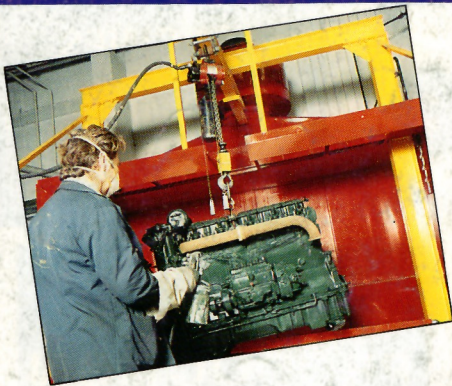
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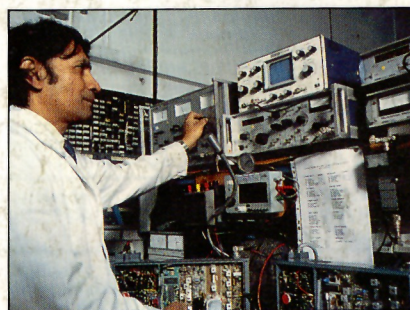
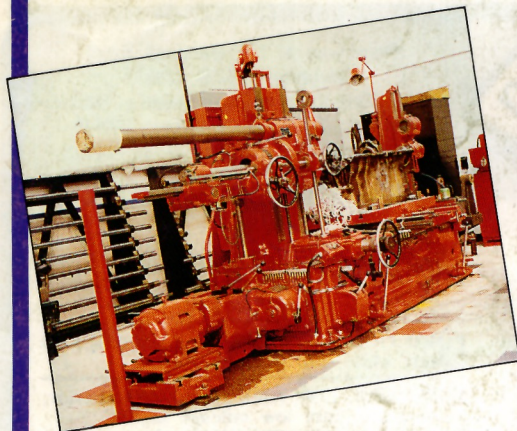
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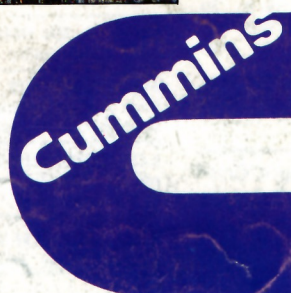
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